

COMMUNITY

LEGAL

RESOURCE

GUIDE

MARCH, 2020



Community Law School (Sarnia-Lambton) Inc.

ACKNOWLEDGEMENTS

This Community Legal Resource Guide has been prepared by:

COMMUNITY LAW SCHOOL (SARNIA-LAMBTON) INC.

with the generous support of and funding from:

The Moore Community and Recreational Foundation

This Guide is current as of March 1, 2020

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LEGAL SERVICES AND INFORMATION

FINDING A LEGAL AID, PRO BONO, OR REDUCED-FEE LAWYER OR PARALEGAL TO REPRESENT YOU:

GENERAL INFORMATION

LEGAL CLINICS AND RELATED LEGAL SERVICES RESOURCES

Applying for Legal Aid Through Legal Aid Ontario

Legal Aid Ontario funds several legal service projects to meet the needs of low-income Ontarians, including the Community Legal Clinics, the Legal Certificate Program, Criminal, Family, and Housing Duty Counsel, and special programs for victims of Domestic Abuse and those facing Refugee or Immigration issues.

You can apply for legal aid by calling:

416-979-1446, or
toll free at 1-800-668-8258,
or through Bell Relay service at 1-800-855-0511,
from Monday to Friday, 8 a.m. to 5 p.m. (EST).

Send documentation for your legal aid application to:

Legal Aid Ontario
40 Dundas Street West
Suite 200
Toronto, ON
M5G 2H1

If you are in jail or a detention, you can start your legal aid application by speaking to a legal aid worker there.

If you are in hospital, you can speak to a patients' right advisor or patient advocate about applying.

Community Legal Assistance Sarnia (CLAS)

First Sarnia Place
201 Front St N., #407
Sarnia, ON N7T 7T9

Telephone: 519-332-8055
Toll Free: 1-888-916-2527

Website:
<https://www.claslegalclinic.ca/>.

Services

CLAS is a community legal aid clinic funded by Legal Aid Ontario. CLAS represents persons of limited financial means that fall within Legal Aid guidelines with matters related to:

- social assistance and disability assistance (Ontario Works and Ontario Disability Support Programs);
- housing (landlord and tenant issues, and social housing issues);
- Canada Pension Plan, Old Age Security, and Guaranteed Income Supplement matters;
- Wrongful dismissal, wage violations, and other employment matters; and
- disability pension, human rights and Criminal Injuries Compensation matters.
- CLAS also provides duty counsel services before the Landlord and Tenant Board.

Legal Aid Ontario Certificate Program

The Legal Aid Ontario Certificate Program may be able to provide financial assistance for types of legal services that legal aid clinics do not handle, such as criminal, family law, and immigration/refugee matters. Under the Certificate Program, clients who qualify financially receive full or partial coverage for legal services provided by private lawyers with funding from Legal Aid Ontario. The client applies by telephone through the central Legal Aid Ontario office and, if approved, can receive legal representation (at no or some cost). If approved, the client then seeks services from a list of lawyers who handle legal aid cases for representation.

Legal Aid Ontario
Atrium on Bay
40 Dundas Street West, Suite 200
Toronto, ON
M5G 2H1

Phone:1-800-668-8258
Fax: 1-877-750-2009
E-mail: info@lao.on.ca
Website: www.legalaid.on.ca

Legal Aid Ontario Duty Counsel Program

Legal Aid Ontario offers duty counsel programs for criminal, family, mental health, and tenant protection cases. Duty Counsel are lawyers who are available on site at the courthouse, Landlord and Tenant Board hearing, or hospitals to assist clients on a short-term basis on the day of a proceeding. They can provide basic information and limited representation at or just prior to the individual's hearing or other proceeding in family law, criminal, and landlord-tenant matters. Duty Counsel do **not** provide representation beyond the day of the hearing or other proceeding.

They may offer referrals to local lawyers who can offer additional assistance with the individual's case. A roster of local lawyers provides the service (except in larger urban areas where full time duty counsel are available).

Family Duty Counsel

700 North Christina Street
Sarnia, Ontario, N7C 3C2
Telephone: 1-800-668-8258

Criminal Duty Counsel

700 North Christina Street
Sarnia, Ontario, N7C 3C2
Telephone: 1-800-668-8258

Landlord and Tenant Duty Counsel

Community Legal Assistance Sarnia (CLAS)
First Sarnia Place
201 Front St N., #407
Sarnia, ON N7T 7T9
Telephone: 519-332-8055
Toll Free: 1-888-916-2527

Website:
<https://www.claslegalclinic.ca/>

Pro Bono Ontario

Pro Bono Ontario (PBO) matches lawyers with clients (individuals and organizations) who need free legal services in civil matters. It offers a Free Legal Advice Hotline for an up-to-30-minute consultation with a lawyer. The Hotline provides summary advice only: it does not create an ongoing lawyer-client relationship, nor does it obligate the attorney to continue to provide advice or to represent the person beyond the Hotline consultation. As of the date of this publication (March, 2020) the Free Legal Hotline offered help with:

- Going to court (civil matters only – no family law or criminal law);
- Employment matters;
- Housing;
- Consumer issues, such as consumer debt and consumer protection;
- Creating Powers of Attorney (Monday and Wednesday mornings only); and
- Corporate law for charities, non-profits and small businesses.

Free Legal Advice Hotline

1-855-255-7256

Monday to Friday, 9:30 a.m. to 11:30 a.m., and 1:00 p.m. to 3:30 p.m.

Mailing Address

110-393 University Avenue
Toronto, ON M5G 1E6

Website: <http://www.probonoontario.org/>

Children's Hospital Programs

Pro Bono Ontario also sponsors a program at various children's hospitals to help low-income families of critically or chronically ill children deal with the legal problems that affect their children's health or their ability to care for their children. Locally, these services are available at:

[Children's Hospital at London Health Sciences Centre](#) and [McMaster Children's Hospital](#).

Law Society of Ontario Referral Service

The Law Society of Ontario is the licensing organization for Ontario lawyers. This public service offered by the Law Society helps individuals and groups find a lawyer or licensed paralegal in the area of practice that they need. Ontario residents may call the Referral Service telephone number and will be provided with the name of a lawyer, or licensed paralegal, in their area who may be able to help with their case. Members of the public can receive up to 30 minutes free consultation on their case from the lawyer or paralegal to help determine their rights and options. During the consultation (which may be over the telephone or in person, at the choice of the lawyer/paralegal) you may ask for advice such as:

- How the law applies to your situation;
- How to use the law to solve your legal problem;
- How long the legal work may take; and
- How much the legal representative will charge.

After the consultation you can decide whether you want to hire the lawyer or paralegal or not. Either way there is no charge for the first 30-minute consultation.

Please note that it may take up to three days to process a referral request and locate an appropriate lawyer or paralegal for the type of advice needed.

More information about how the referral service works and registration for the service can be found on the Law Society's website at: <https://lsrs.lsuc.on.ca/lsrs/>.

Note: This is an online referral service. To access it, you must sign up on the Law Society website, starting with the linked webpage, above.

Law Society of Ontario
Osgoode Hall, 130 Queen Street West
Toronto, ON M5H 2N6

Telephone: [416-947-3300](tel:416-947-3300)
Toll-free: [1-800-668-7380](tel:1-800-668-7380)
TTY: [416-644-4886](tel:416-644-4886)

Justice Net

Justice Net is a not-for-profit service helping people in need of legal expertise, whose income is too high to access legal aid and too low to afford standard legal fees. The Justice Net program is available to anyone living in Canada and whose net family income is under \$59,000. This site can help individuals find legal professionals who have agreed to devote a portion of their practice to qualifying clients at reduced fees. Reduced fees are calculated on a sliding scale taking the family's individual circumstances into account.

Justice Net volunteers cover a wide variety of cases, including:

- Aboriginal Law
- Alternative Dispute Resolution
- Bankruptcy
- Business Law Topics
- Child Protection
- Civil Litigation
- Consumer Rights
- Criminal Law
- Employment Law
- Estate Planning
- Family Law
- General Practice
- Immigration
- Real Estate
- Tax
- Landlord and Tenant

More information and access to the referral service is available on the Justice Net website:

<https://www.justicenet.ca/>.

Note: this is an online registration and referral service. General inquiries may be made using the information below, but the call centre cannot access the lawyer directory or answer legal questions:

JusticeNet

8185 Yonge St., Suite 213
Thornhill, Ontario
L3T 2C6

Telephone: 416-479-0551
Fax: 437-886-5940
Toll Free: 1-866-919-3219
E-mail: info@justicenet.ca

Information for Youth: Justice for Children and Youth

Justice for Children and Youth is a Legal Aid Ontario specialty clinic and a Toronto-based registered charitable foundation that provides criminal legal services and representation to youth under age 18 and homeless persons under age 25 in Toronto. While it does not represent youth in the Sarnia Lambton area, its website (especially the [Legal Rights Wiki](#)) has extensive information on youth criminal justice matters, and other issues affecting and of interest to youth:

- [Youth Criminal Justice](#)
The Youth Criminal Justice Act (YCJA) provides unique rights and procedures for young people between the ages of 12 - 17 who are charged with a criminal offence in Canada.
 - [Application of the YCJA](#)
 - [The Police](#)
 - [Bail](#)
 - [Right to a Lawyer](#)
 - [Detention](#)
 - [EJM & EJS](#)
 - [Court Process](#)
 - [Sentencing Process](#)
 - [Sentences](#)
 - [Youth Records](#)
 - [Appeals](#)

- [Education](#)

Going to school is a legal requirement for young people between the ages of 6 and 17. The Education Act gives parents and children specific rights in the publicly funded school system.

 - [Attendance Rights](#)
 - [Special Education](#)
 - [Suspensions](#)
 - [Expulsions](#)
 - [Exclusions](#)

- [Leaving Home](#)

In Ontario, you can choose where you live when you are 16 years old. The decision to leave is often not easy and can lead to difficulties in getting all your belongings, having enough money to support yourself and attending school.

 - [Rights](#)
 - [Child Support & Social Assistance](#)
 - [Shelters](#)
 - [Tenants](#)

- [Hot Topics](#)

These are some of the common issues that JFCY lawyers are asked about.

 - [Age Based Laws](#)
 - [Criminal Injuries Compensation](#)
 - [Cannabis](#)
 - [Police Stops & Searches](#)
 - [Police Complaints](#)
 - [Security Guards](#)
 - [Shoplifting Demand Letters](#)
 - [Sexual Activity](#)
 - [Streets & Sidewalks](#)

- [Health & Mental Health](#)

Become informed about your legal rights when it comes to decisions about your healthcare and mental healthcare treatment. This includes any procedure carried out or prescribed by a health practitioner to diagnose or treat a physical or mental health condition.

 - [OHIP and IFHP](#)
 - [Consent & Privacy](#)

- [Decisions & Capacity](#)
- [Psychiatric Facilities](#)
- [Secure Treatment](#)
- [Child Discipline, Protection & Custody](#)
 In family law, the rights of children are unique. Become informed about the law on corporal punishment ("spanking"), how a Children's Aid Society may become involved in your life and a description of what happens in the related court proceedings, and your right to be heard when your parents are splitting up.
 - [Corporal Punishment & "Spanking"](#)
 - [Children's Aid Society](#)
 - [Child Protection Court](#)
 - [Custody & Access](#)
- [Human Rights & LGBTQI2S Rights](#)
 The Ontario Human Rights Code protects you from discrimination on many grounds and in many social areas. Specific legal concerns raised by youth identifying in LGBTQI2S communities are about GSAs, Trans and Gender Inclusive Spaces and changing their ID.
 - [Human Rights Protection](#)
 - [Making a Claim](#)
 - [LGBTQI2S Legal Rights](#)
 - [GSAs & LGBTQ-Specific School Groups](#)
 - [Trans-Inclusion & Gender Segregated Spaces](#)
 - [Government-Issued Identification](#)
- [Provincial Offences](#)
 You can be given a ticket for breaking a provincial law if you are over the age of 16. Some of the common laws that young people are given tickets for is covered in this section.
 - [Tickets](#)
 - [Trespassing](#)
 - [Panhandling](#)
 - [Parks](#)
 - [Alcohol](#)
 -

- [Homeless Youth \(Over 18\)](#)
Street Youth Legal Services (SYLS) is a program that provides information and services for homeless youth between the ages of 16 - 25. These are some of the common issues that the SYLS lawyer is asked about.

- [Warrants](#)
- [Criminal Court](#)
- [Adult Records](#)
- [Record Suspensions](#)
- [Immigration](#)
- [Victims of Crime](#)
- [Evidence](#)
- [Small Claims Court](#)
- [Social Assistance](#)
- [Mental Health](#)

LEGAL SERVICES AND INFORMATION

SPECIALTY PRACTICES:

FAMILY LAW

FAMILY LAW SERVICES AND INFORMATION

Legal Aid Ontario Certificate Program: Find a Family Law Lawyer or Paralegal

The Legal Aid Ontario Certificate Program may be able to provide financial assistance for types of legal services that legal aid clinics do not handle, such as family law matters.

Under the Certificate Program, clients who qualify financially receive full or partial coverage for legal services provided by private lawyers with funding from Legal Aid Ontario. The client applies by telephone through the central Legal Aid Ontario office and, if approved, can receive legal representation (at no or some cost). If approved, the client then seeks services from a list of lawyers who handle legal aid cases for representation.

Legal Aid Ontario
Atrium on Bay
40 Dundas Street West, Suite 200
Toronto, ON
M5G 2H1

Phone: 1-800-668-8258
Fax: 1-877-750-2009
E-mail: info@lao.on.ca
Website: www.legalaid.on.ca

Legal Aid Ontario: Family Law Duty Counsel Program

Legal Aid Ontario offers a duty counsel program for family law matters. Duty counsel are lawyers who are available on site at the courthouse to assist clients on a short-term basis on the day of a proceeding. They can provide basic information and limited representation at or just prior to the individual's hearing or other proceeding in family law matters. Duty Counsel do **not** provide representation beyond the day of the hearing or other proceeding.

They may also offer referrals to local lawyers who can offer additional assistance with the individual's case. A roster of local lawyers provides the service.

Family Duty Counsel

700 North Christina Street
Sarnia, Ontario, N7C 3C2
Court Telephone: 519-333-2950

If you qualify for Legal Aid services, you can also call and speak to a family lawyer over the telephone for 20 minutes at no charge to you. To access this service, call Legal Aid Ontario from Monday to Friday between 8:00 a.m. and 5:00 p.m. at:

Telephone: 1-800-668-8258

Family Law Service Centre: Information and Referrals

Family Law Service Centres are a Legal Aid Ontario service located in some Ontario communities. They are staffed by legal professionals (but not necessarily lawyers) who can provide information and assistance with family court documents, support orders from the Family Responsibility Office, some types of court motions, referrals to lawyers who can provide legal advice, and referrals to other social service agencies.

The Family Law Service Centre for Sarnia Lambton is located at:

Family Law Service Centre
201 Front Street
Suite 204
Sarnia, Ontario, N7T 7T9

Telephone: 519-336-4432

Law Society of Ontario: Lawyer and Paralegal Referral Service

The Law Society of Ontario is the licensing organization for Ontario lawyers. This public service offered by the Law Society helps individuals and groups find a lawyer or licensed paralegal in many areas of practice, including family law. Ontario residents may call the Referral Service telephone number and will be provided with the name of a lawyer, or licensed paralegal, in their area who

may be able to help with their case. Members of the public can receive up to 30 minutes free consultation on their case from the lawyer or paralegal to help determine their rights and options. During the consultation (which may be over the telephone or in person, at the choice of the lawyer/paralegal) you may ask for advice such as:

- How the law applies to your situation;
- How to use the law to solve your legal problem;
- How long the legal work may take; and
- How much the legal representative will charge.

After the consultation you can decide whether you want to hire the lawyer or paralegal or not. Either way there is no charge for the first 30-minute consultation.

Please note that it may take up to three days to process a referral request and locate an appropriate lawyer or paralegal for the type of advice needed.

More information about how the referral service works can be found on the Law Society's website at:

<https://lsrs.lsuc.on.ca/lrs/>.

Note: This is an online referral service. To access it, you must sign up on the Law Society website, starting with the linked webpage, above.

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Toronto, ON M5H 2N6

Telephone: [416-947-3300](tel:416-947-3300)

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TTY: [416-644-4886](tel:416-644-4886)

Justice Net: Reduced Fee Legal Services

Justice Net is a not-for-profit service helping people in need of legal expertise, whose income is too high to access legal aid and too low to afford standard legal fees. The Justice Net program is available to anyone living in Canada and whose net family income is under \$59,000. This site can help individuals find legal professionals who have agreed to devote a portion of their practice to qualifying clients at reduced fees. Reduced fees are

calculated on a sliding scale taking the family's individual circumstances into account.

Justice Net volunteers cover a wide variety of cases, including family law.

More information is available on the Justice Net website: <https://www.justicenet.ca/>.

Note: this is an online registration and referral service. General inquiries may be made using the information below, but the call centre cannot access the lawyer directory or answer legal questions:

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8185 Yonge St., Suite 213
Thornhill, Ontario
L3T 2C6

Telephone: 416-479-0551

Fax: 437-886-5940

Toll Free: 1-866-919-3219

E-mail: info@justicenet.ca

Steps to Justice: Family Law Information

Steps to Justice is a collaborative project created by Community Legal Education Ontario (CLEO) and funded by Legal Aid Ontario, the Department of Justice Canada, and the Ontario Law Foundation. It provides step-by-step information on a wide range of family law topics, including:

- Birth and adoption;
- Marriage and common-law relationships;
- Separation and divorce;
- Child custody, access, and parenting;
- Child support;
- Spousal support;
- Property and debts - married couples;
- Property and debts - common-law couples;
- Child protection;
- Partner abuse;
- Restraining orders and peace bonds;
- Out of court options;
- Going to family court; and
- Getting legal help in Family Law.

The Steps to Justice Family Law information section can be found at: <https://stepstojustice.ca/legal-topic/family-law>.

CLEO: Family Law Resources and Publications

Community Legal Education Ontario (CLEO) also produces a number of brochures and other information resources on family law topics such as the general family law processes, property division, support, custody issues, and a flowchart showing how family law cases proceed through the court system.

All CLEO brochures may be downloaded and printed on the user's printer. They can also be ordered in bulk for distribution by community organizations and other information providers. There is no charge for downloads, or for mailing of their brochures directly to information providers.

CLEO's Family Law information can be found on its website at:
https://www.cleo.on.ca/en/resources-and-publications/pubs?language=en&field_legal_topic_tid_i18n=87.

It can also be located through a simple internet search for "CLEO family law brochures".

CLEO can be contacted at:

Community Legal Education Ontario
180 Dundas Street West, Suite 506
Toronto, Ontario M5G 1Z8

- Phone: [416-408-4420](tel:416-408-4420)
- Fax: 416-408-4424
- E-mail: info@cleo.on.ca

CLEO: Family Law Guided Pathways

CLEO partnered with the Ministry of the Attorney General to develop Family Law Guided Pathways. Guided Pathways ask a series of questions that enable the user to create their own family law forms for filing with the court, along with basic explanations regarding who should use each form, and why.

The forms can be saved, printed, and filed. Guided Pathways does not provide legal advice, but it does allow one to prepare most of the necessary forms to be filed with the court in many family law matters, and also explains how to file the documents with the court. The Family Law Guided Pathway Forms bank includes:

- Form 8, for any of these type of matters:
 - child custody;
 - child access;
 - child support;
 - spousal support;
 - property division;
 - other family law orders like a restraining order; or
 - a divorce with one or more of these other orders.

- Form 8A, when you want:
 - a divorce only without other orders; or
 - a divorce jointly with your spouse, which can include other orders if you both agree.

- Form 26B, used to file:
 - your separation agreement,
 - marriage contract,
 - cohabitation agreement, or
 - paternity agreement,with the court in order to enforce the support amounts outlined in it.

- Form 10, used to respond to a Form 8 or Form 8A, and to make your own claim for:
 - a divorce,
 - custody,
 - access,
 - support, and

➤ property division.

- Form 10A, used to respond (Answer) to a Form 10 if you are the one who started the action.
- Form 17A, used to complete the forms you need for your case conference.
- Form 17C, used to complete the forms you need for your settlement conference.
- Motion Forms, used if you want to start a motion, or respond to a motion, as part of your family law case that is in progress.

Use of the Pathways and each of the Forms is further explained in a series of topics:

- [About Guided Pathways](#),
- [Family Law Guided Pathways](#),
- [Separation with other issues](#),
- [Simple or joint divorce](#),
- [Filing your support agreement](#),
- [Answering a family law application](#),
- [Replying to an answer](#),
- [Case conference](#),
- [Settlement conference](#),
- [Making or responding to a motion](#), and
- [Need help using Guided Pathways?](#)

**LEGAL
SERVICES AND
INFORMATION**

**SPECIALTY
PRACTICES:**

CRIMINAL LAW

**YOUTH CRIMINAL
JUSTICE ISSUES**

CRIMINAL LAW SERVICES AND INFORMATION

Legal Aid Ontario Certificate Program: Find a Criminal Law Lawyer or Paralegal

The Legal Aid Ontario Certificate Program may be able to provide financial assistance for types of legal services that legal aid clinics do not handle, such as criminal law matters.

Certificates may be available for qualifying adults who are charged with a crime that may lead to jail time if convicted, and to youth between the ages of 12 and 17 who are charged under the *Youth Criminal Justice Act*.

Under the Certificate Program, clients who qualify financially receive full or partial coverage for legal services provided by private lawyers with funding from Legal Aid Ontario. The client applies by telephone through the central Legal Aid Ontario office and, if approved, can receive legal representation (at no or some cost). If approved, the client then seeks services from a list of lawyers who handle legal aid cases for representation.

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Phone: 1-800-668-8258
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- How the law applies to your situation;
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Justice Net volunteers cover a wide variety of cases, including criminal law.

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It provides step-by-step information on a wide range of criminal law topics, including:

- Police stops and searches
- Rights of an arrested person
- Alcohol and drug offences

- Peace bonds
- Bail
- Guilty pleas and sentencing
- Going to criminal court
- Indigenous rights
- Victims and witnesses
- Getting legal help in criminal law

The Steps to Justice Criminal Law information section can be found at: <https://stepstojustice.ca/legal-topic/criminal-law>.

CLEO: Criminal Law Resources and Publications

Community Legal Education Ontario (CLEO) also produces a number of brochures and other information resources on aboriginal, police process, and woman abuse criminal law topics, as well as a website for youth devoted to the *Youth Criminal Justice Act*.

All CLEO brochures may be downloaded and printed on the user's printer. They can also be ordered in bulk for distribution by community organizations and other information providers. There is no charge for downloads, or for mailing of their brochures directly to information providers.

CLEO's Criminal Law information can be found on its website at: https://www.cleo.on.ca/en/resources-and-publications/pubs?language=en&field_legal_topic_tid_i18n=87.

It can also be located through a simple internet search for "CLEO criminal law resources and publications".

CLEO can be contacted at:

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180 Dundas Street West, Suite 506
Toronto, Ontario M5G 1Z8

- Phone: [416-408-4420](tel:416-408-4420)
- Fax: 416-408-4424
- E-mail: info@cleo.on.ca

Criminal Law Services and Information for Youth: Justice for Children and Youth

Justice for Children and Youth is a Legal Aid Ontario specialty clinic and a Toronto-based registered charitable foundation that provides criminal legal services and representation to youth under age 18 and homeless persons under age 25 in Toronto. While it does not represent youth in the Sarnia Lambton area, its website (especially the [Legal Rights Wiki](#)) has extensive information on youth criminal justice matters:

- [Youth Criminal Justice](#)

The Youth Criminal Justice Act (YCJA) provides unique rights and procedures for young people between the ages of 12 - 17 who are charged with a criminal offence in Canada.

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 - [The Police](#)
 - [Bail](#)
 - [Right to a Lawyer](#)
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These are some of the common issues that JFCY lawyers are asked about.

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 - [Criminal Injuries Compensation](#)
 - [Cannabis](#)
 - [Police Stops & Searches](#)
 - [Police Complaints](#)
 - [Security Guards](#)
 - [Shoplifting Demand Letters](#)
 - [Sexual Activity](#)
 - [Streets & Sidewalks](#)

- [Provincial Offences](#)

You can be given a ticket for breaking a provincial law if you are over the age of 16. Some of the common laws that young people are given tickets for is covered in this section.

- [Tickets](#)
- [Trespassing](#)
- [Panhandling](#)
- [Parks](#)
- [Alcohol](#)

- [Homeless Youth \(Over 18\)](#)

Street Youth Legal Services (SYLS) is a program that provides information and services for homeless youth between the ages of 16 - 25. These are some of the common issues that the SYLS lawyer is asked about.

- [Warrants](#)
- [Criminal Court](#)
- [Adult Records](#)
- [Record Suspensions](#)
- [Immigration](#)
- [Victims of Crime](#)
- [Evidence](#)
- [Small Claims Court](#)
- [Social Assistance](#)
- [Mental Health](#)
- [Legal Help](#)

**LEGAL
SERVICES AND
INFORMATION**

**SPECIALTY
PRACTICES:**

HOUSING LAW

HOUSING LAW SERVICES AND INFORMATION

Community Legal Assistance Sarnia (CLAS)

First Sarnia Place
201 Front St N., #407
Sarnia, ON N7T 7T9

Telephone: 519-332-8055
Toll Free: 1-888-916-2527

Website:
<https://www.claslegalclinic.ca/>

Services

CLAS is a community legal aid clinic funded by Legal Aid Ontario. CLAS represents persons of limited financial means that fall within Legal Aid guidelines with a variety of matters, including housing and landlord and tenant issues.

CLAS also provides duty counsel services before the Landlord and Tenant Board.

Legal Aid Ontario: Landlord and Tenant Duty Counsel Program

Legal Aid Ontario offers a duty counsel program for landlord and tenant matters. Duty counsel are lawyers who are available on site at the Landlord and Tenant Board (LTB) hearing location to assist clients on a short-term basis on the day of a proceeding. They can provide basic information and limited representation at or just prior to the individual's hearing or other proceeding in landlord and tenant law matters before the Landlord and Tenant Board. Duty Counsel do **not** provide representation beyond the day of the hearing or other proceeding.

In Sarnia Lambton, Community Legal Assistance Sarnia (CLAS) provides Duty Counsel services in Landlord and Tenant Board matters. CLAS can be reached at:

First Sarnia Place
201 Front St N., #407
Sarnia, ON N7T 7T9

Telephone: 519-332-8055

Toll Free: 1-888-916-2527

Website:

<https://www.claslegalclinic.ca/>

Law Society of Ontario: Lawyer and Paralegal Referral Service

The Law Society of Ontario is the licensing organization for Ontario lawyers. This public service offered by the Law Society helps individuals and groups find a lawyer or licensed paralegal in many areas of practice, including housing and landlord and tenant law. Ontario residents may call the Referral Service telephone number and will be provided with the name of a lawyer, or licensed paralegal, in their area who may be able to help with their case. Members of the public can receive up to 30 minutes free consultation on their case from the lawyer or paralegal to help determine their rights and options. During the consultation (which may be over the telephone or in person, at the choice of the lawyer/paralegal) you may ask for advice such as:

- How the law applies to your situation;
- How to use the law to solve your legal problem;
- How long the legal work may take; and
- How much the legal representative will charge.

After the consultation you can decide whether you want to hire the lawyer or paralegal or not. Either way there is no charge for the first 30-minute consultation.

Please note that it may take up to three days to process a referral request and locate an appropriate lawyer or paralegal for the type of advice needed.

More information about how the referral service works can be found on the Law Society's website at: <https://lsrs.lsuc.on.ca/lsrs/>.

Note: This is an online referral service. To access it, you must sign up on the Law Society website, starting with the linked webpage, above.

Law Society of Ontario
Osgoode Hall, 130 Queen Street West
Toronto, ON M5H 2N6

Telephone: [416-947-3300](tel:416-947-3300)

Toll-free: [1-800-668-7380](tel:1-800-668-7380)

TTY: [416-644-4886](tel:416-644-4886)

Justice Net: Reduced Fee Legal Services

Justice Net is a not-for-profit service helping people in need of legal expertise, whose income is too high to access legal aid and too low to afford standard legal fees. The Justice Net program is available to anyone living in Canada and whose net family income is under \$59,000. This site can help individuals find legal professionals who have agreed to devote a portion of their practice to qualifying clients at reduced fees. Reduced fees are calculated on a sliding scale taking the family's individual circumstances into account.

Justice Net volunteers cover a wide variety of cases, including landlord and tenant law.

More information is available on the Justice Net website:

<https://www.justicenet.ca/>.

Note: this is an online registration and referral service. General inquiries may be made using the information below, but the call centre cannot access the lawyer directory or answer legal questions:

JusticeNet

8185 Yonge St., Suite 213

Thornhill, Ontario

L3T 2C6

Telephone: 416-479-0551

Fax: 437-886-5940

Toll Free: 1-866-919-3219

E-mail: info@justicenet.ca

Steps to Justice: Landlord and Tenant Law Information

Steps to Justice is a collaborative project created by Community Legal Education Ontario (CLEO) and funded by Legal Aid Ontario, the Department of Justice Canada, and the Ontario Law Foundation.

It provides step-by-step information on a wide range of housing law topics, including:

- Laws that protect tenants;
- Renting a new place to live;
- Paying rent;

- Repairs and maintenance;
- Privacy and harassment;
- Discrimination and human rights in housing;
- Moving out;
- Eviction;
- Eviction process at the Landlord and Tenant Board;
- Tenant applications to the Landlord and Tenant Board; and
- Getting legal help in Housing Law.

The Steps to Justice Housing Law information section can be found at: <https://stepstojustice.ca/legal-topic/housing-law>.

CLEO: Housing Law Resources and Publications

Community Legal Education Ontario (CLEO) also produces a number of brochures and other information resources on housing law topics, such as common landlord and tenant issues, discrimination in housing, and care homes.

All CLEO brochures may be downloaded and printed on the user's printer. They can also be ordered in bulk for distribution by community organizations and other information providers. There is no charge for downloads, or for mailing of their brochures directly to information providers.

CLEO's Housing Law information can be found on its website at: https://www.cleo.on.ca/en/resources-and-publications/pubs?field_legal_topic_tid_i18n=89&language=en.

It can also be located through a simple internet search for "CLEO housing law resources".

CLEO can be contacted at:

Community Legal Education Ontario
180 Dundas Street West, Suite 506
Toronto, Ontario M5G 1Z8

- Phone: [416-408-4420](tel:416-408-4420)
- Fax: 416-408-4424
- E-mail: info@cleo.on.ca

CLEO: Housing Law Guided Pathways

CLEO is developing a set of Housing Law Guided Pathways. Guided Pathways ask a series of questions that enable the user to create their own forms for filing with the Landlord and Tenant Board (LTB), along with basic explanations regarding who should use each form, and why.

The forms can be saved, printed, and filed. Guided Pathways does not provide legal advice, but it does provide valuable practical information to help someone navigate through LRB proceedings.

As of March, 2020, the Housing Law Guided Pathways includes the T6 form, Tenant Application about Maintenance, <https://stepstojustice.ca/housing-guided-pathways/T6>.

While not yet comprehensive, this CLEO project will be growing and adding additional forms, Guided Pathways for housing issues, and explanatory information. Check the above link for updates and additional information as it is developed and posted.

Landlord and Tenant Board: Information and Resources

The Landlord and Tenant Board (LTB) is the body that hears and resolves residential rental disputes in Ontario. A wealth of information about numerous topics relevant to the respective obligations of residential landlords and tenants, such as:

- The application and hearing process;
- Forms for filing and defending against applications before the Board;
- Non-profit Coop evictions;
- Contacting the LTB; and
- Laws, Rules, Decisions

is available on the LTB website at <http://www.sjto.gov.on.ca/ltb/>.

You can speak to a customer service officer at the LTB toll free at:

1-888-332-3234

TTY: Call the Bell Relay Service at 1-800-855-0511.

Customer service officers can provide information about the [Residential Tenancies Act](#) and the LTB's processes but they cannot provide legal advice. They are available Monday to Friday, from 8:30 a.m. to 5:00 p.m. There is also an automated information menu at the above number that is available 24/7 and provides recorded information about a number of topics, including:

1. How to get legal help;
2. Landlord and tenant rights and responsibilities, including maintenance and repairs and entering a rental unit;
3. Rules about rent, including this year's guideline increase;
4. The LTB application and hearing process; and
5. Hours of operation and contact information.

You can also visit one of the Landlord and Tenant Board regional offices to get information from a customer service officer, file an application, or pick up forms and brochures. Offices are open Monday to Friday from 8:30 a.m. to 5:00 p.m. Sarnia-Lambton is serviced by the Southwestern Office of the LTB, located at:

London - Southwestern Office
150 Dufferin Avenue, Suite 400
London, Ontario N6A 5N6
Fax: 519-679-7290 or 1-888-377-8813

The LTB's website FAQs address the topics that the Board gets the most inquiries about, including:

- [When to Apply to the LTB](#)
- [Rent](#)
- [Maintenance and Repair](#)
- [Ending a Tenancy](#)
- [Starting a Tenancy](#)
- [Rent Deposits and Other Charges](#)
- [Entering a Tenant's Unit](#)
- [Pets and Smoking](#)

The website also has numerous brochures, some of which can be accessed online and printed from the website, and others of which can be downloaded.

Human Rights Tribunal of Ontario

The Human Rights Tribunal of Ontario (HRTO) processes complaints of unlawful discrimination and/or harassment that may have been experienced in a variety of settings, including housing. Someone who believes that they may have been the victim of discriminatory actions that are prohibited under the *Ontario Human Rights Code* may file an application with the HRTO. The HRTO will investigate the matter and will attempt to resolve it first by mediation between the parties. If mediation is unsuccessful, the HRTO may proceed by holding a hearing to determine whether unlawful, discriminatory actions or activities have occurred.

Information about the application, mediation, and hearing processes can be found on the HRTO website. Application and hearing documents can be downloaded from the website, and it also contains extensive self-help information, guides, and videos to assist prospective applicants (as well as persons or businesses who may be accused of discriminatory actions).

In addition, the Human Rights Legal Support Centre is dedicated to assisting applicants with all aspects of a human rights application, from determining whether it appears that discrimination has occurred and a therefore an application should be filed, and throughout the process of reaching a resolution in response to the application.

The HRTO website can be found at: <http://www.sjto.gov.on.ca/hrto/>.

You can contact the HRTO at:

Human Rights Tribunal of Ontario
655 Bay Street, 14th floor
Toronto, ON M7A 2A3

Telephone: 1-416-326-1312
Toll-free: 1-866-598-0322
TTY: Call the Bell Relay Service at
1-800-855-0511

Fax: 1-416-326-2199
Toll-free: 1-866-355-6099

Email: hrto.tdpo@ontario.ca

The Human Rights Legal Support Centre can be reached:

Tel: (416) 597-4900
Toll Free: 1-866-625-5179
TTY: (416) 597-4903
TTY Toll Free: 1-866 612-8627

Telephone lines are open:
Monday, Tuesday, Wednesday and Friday: 9 am to 4:30 pm
Thursday: 2 pm to 5:30 pm

Telephone lines are closed: between 12:30-1:30pm on Monday,
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The Centre advises that it may close the phone lines at other times when experiencing an unusually high call volume or shortage of call centre staff, and that the phonedlines are busiest on Thursdays between 2 pm to 4 pm.

LEGAL SERVICES AND INFORMATION

SPECIALTY PRACTICES:

EMPLOYMENT LAW

EMPLOYMENT LAW SERVICES AND INFORMATION

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Sarnia, ON N7T 7T9

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<https://www.claslegalclinic.ca/>

Services

CLAS is a community legal aid clinic funded by Legal Aid Ontario. CLAS represents persons of limited financial means that fall within Legal Aid guidelines with a variety of matters, including employment matters and human rights violations in employment matters.

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- How the law applies to your situation;
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- How long the legal work may take; and
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Justice Net volunteers cover a wide variety of cases, including employment law.

More information is available on the Justice Net website: <https://www.justicenet.ca/>.

Note: this is an online registration and referral service. General inquiries may be made using the information below, but the call centre cannot access the lawyer directory or answer legal questions:

JusticeNet
8185 Yonge St., Suite 213
Thornhill, Ontario
L3T 2C6
Telephone: 416-479-0551
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Toll Free: 1-866-919-3219

E-mail: info@justicenet.ca

Steps to Justice: Employment Law Information

Steps to Justice is a collaborative project created by Community Legal Education Ontario (CLEO) and funded by Legal Aid Ontario, the Department of Justice Canada, and the Ontario Law Foundation.

It provides step-by-step information on a wide range of employment law topics, including:

- Getting hired;
- Getting paid;
- Hours of work and breaks;
- Time off work;
- Getting fired or laid off;
- Employment Insurance;
- Human rights at work;
- Safety at work;
- Injured at work;
- Unions in the workplace; and
- Claiming your rights as a worker.

The Steps to Justice Employment and Work information section can be found at: <https://stepstojustice.ca/legal-topic/employment-and-work>.

CLEO: Employment Law Resources and Publications

Community Legal Education Ontario (CLEO) also produces a number of brochures and other information resources on employment law topics, including employment insurance, firing and layoffs, time off for new parents, worker's compensation, and your rights as a worker.

All CLEO brochures may be downloaded and printed on the user's printer. They can also be ordered in bulk for distribution by community organizations and other information providers. There is no charge for downloads, or for mailing of their brochures directly to information providers.

CLEO's Employment and Work Law information can be found on its website at:

https://www.cleo.on.ca/en/resources-and-publications/pubs?language=en&field_legal_topic_tid_i18n=85.

It can also be located through a simple internet search for “CLEO employment law resources”.

CLEO can be contacted at:

Community Legal Education Ontario
180 Dundas Street West, Suite 506
Toronto, Ontario M5G 1Z8

- Phone: [416-408-4420](tel:416-408-4420)
- Fax: 416-408-4424
- E-mail: info@cleo.on.ca

Ontario Ministry of Labour, Employment Standards Branch: Information and Resources

The Ontario Ministry of Labour, Training and Skills Development enforces employment standards law and has comprehensive resources about employment standards such as wages, hours of work, holidays, and related employment issues.

Your Guide to the *Employment Standards Act*, at <https://www.ontario.ca/document/your-guide-employment-standards-act-0>, is a topic-by-topic guide to rights and responsibilities under the law, covering matters such as:

- [minimum wage](#),
- [hours of work](#),
- [termination of employment](#),
- [public holidays](#),
- [pregnancy and parental leave](#),
- [severance pay](#),
- [vacation](#), and more.

The FAQs section, at <https://www.labour.gov.on.ca/english/es/faqs/index.php>, contains extensive Q&As on a wide variety of employment law topics and issues.

In addition to the Guide and the FAQs, the Ministry’s website also encompasses an extensive list of Topics and Publications (<https://www.labour.gov.on.ca/english/es/pubs/index.php>), under the following categories:

- Key Resources
- Mandatory Documents
- Forms, and
- Resources by Topic.

This is a summary only; the website should be consulted for the complete list of topics and forms, with the associated hyperlinks.

The Ministry can be contacted at:

Ontario Ministry of Labour
400 University Avenue,
14th Floor
Toronto ON M7A 1T7

The Sarnia-Lambton Regional office for Employment Standards matters is located at:

London/Sarnia
217 York St., 5th Floor
London ON N6A 5P9
Tel: 519-439-2210 or 1-800-265-1676
Fax: 519-672-0268

Note: you must make an appointment in advance to meet with a representative at this office.

To contact the Ministry directly about an employment standards issues, these are the telephone contacts:

Employment Standards Information Centre

- GTA: 416-326-7160
- Canada-wide: 1-800-531-5551
- TTY: 1-866-567-8893

Service Ontario

- GTA: 416-326-1234
- Canada-wide: 1-800-267-8097

Ministry of Labour, Training and Skills Development: Office of the Worker Advisor (OWA)

The Office of the Worker Advisor is an independent agency of the Ontario Ministry of Labour. It is independent of both the Workplace Safety and Insurance Board (WSIB) and the Ontario Labour Relations Board. It provides free and confidential information, services, and representation to:

- nonunionized injured workers and/or their survivors in workplace insurance matters, and

- to nonunionized workers who have experienced occupational health and safety reprisals in response to their complaints or related actions about health and safety issues in their workplace.

Unionized workers are not eligible for OWA services and should contact their unions for assistance.

The OWA can be contacted by toll-free telephone and by email:

- Workplace insurance issues:
1-800-435-8980 (Service in English)
1-800-661-6365 (Service in French)
1-866-445-3092 (TTY)
- Health and safety reprisal issues:
1-855-659-7744 (Toll Free)
416-212-5335 (Toronto)
647-723-2089 (Fax)
- Email: owaweb@ontario.ca.

Sarnia is located in the OWA's Southwest Region and has a satellite office located at:

171 Kendall Street ([Map](#))
Point Edward
Sarnia, ON N7V 4G6
Tel.: (519) 344-7261
Fax: (519) 336-1133

The FAQ section of the OWA website can be found at <http://www.owa.gov.on.ca/en/faq/Pages/default.aspx> and contains sections covering:

- [OWA Services](#) (broad questions about the OWA and who it can help);
- [Workplace Insurance](#) (information about the Ontario workplace insurance system and for workers who have been injured in a workplace accident or have developed a work-related disease); and
- [Occupational Health and Safety Reprisals](#) (information for workers who have suffered a health and safety reprisal by their employer).

Ministry of Labour, Training and Skills Development: Health and Safety Information

The Health and Safety section of the Ministry's website at <https://www.labour.gov.on.ca/english/hs/index.php> contains valuable information about occupational health and safety standards, reporting health and safety violations, and information about workplace fatalities and other incidents.

The Ministry can be reached at:

Ministry of Labour Health & Safety Contact Centre

- Toll-free: 1-877-202-0008
- TTY: 1-855-653-9260
- Fax: 905-577-1316

Sarnia-Lambton is located in the Ministry's Western Region:

London/Sarnia
217 York St., 5th Floor
London ON N6A 5P9
Tel: 519-439-2210 or 1-800-265-1676
Fax: 519-672-0268

Note that representatives at the Regional Office are available by advance appointment only.

Workplace Safety and Insurance Board (WSIB)

The WSIB is an agency of the Ministry of Labour, funded by business, to provide wage-loss benefits, medical coverage, and other supports to workers who are injured or become ill in the workplace.

The WSIB can be reached at:

Telephone: [416-344-1000](tel:416-344-1000)
Toll free: [1-800-387-0750](tel:1-800-387-0750)
TTY: 1-800-387-0050
Fax: 416-344-4684 or 1-888-313-7373

Head Office

200 Front Street West
Toronto, Ontario M5V 3J1

The WSIB website has a section on its homepage addressed to **Injured or Ill People**, with information on topics such as:

- [Upload claim documents](#)
- [Report an injury](#)
- [Get return-to-work information](#)
- [Learn about benefits](#)
- [Appeal a decision](#)
- [Find a form](#)

Human Rights Tribunal of Ontario

The Human Rights Tribunal of Ontario (HRTO) processes complaints of unlawful discrimination and/or harassment that may have been experienced in a variety of settings, including employment. Someone who believes that they may have been the victim of discriminatory actions that are prohibited under the *Ontario Human Rights Code* may file an application with the HRTO. The HRTO will investigate the matter and will attempt to resolve it first by mediation between the parties. If mediation is unsuccessful, the HRTO may proceed by holding a hearing to determine whether unlawful, discriminatory actions or activities have occurred.

Information about the application, mediation, and hearing processes can be found on the HRTO website. Application and hearing documents can be downloaded from the website, and it also contains extensive self-help information, guides, and videos to assist prospective applicants (as well as persons or businesses who may be accused of discriminatory actions).

In addition, the Human Rights Legal Support Centre is dedicated to assisting applicants with all aspects of a human rights application, from determining whether it appears that discrimination has occurred and a therefore an application should be filed, and throughout the process of reaching a resolution in response to the application.

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LEGAL SERVICES AND INFORMATION

SPECIALTY PRACTICES:

CONSUMER LAW CONSUMER PROTECTION

CONSUMER LAW SERVICES AND INFORMATION

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First Sarnia Place
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Sarnia, ON N7T 7T9

Telephone: 519-332-8055

Toll Free: 1-888-916-2527

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- How to use the law to solve your legal problem;
- How long the legal work may take; and
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More information about how the referral service works can be found on the Law Society's website at: <https://lsrs.lsuc.on.ca/lsrs/>.

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Osgoode Hall, 130 Queen Street West
Toronto, ON M5H 2N6

Telephone: [416-947-3300](tel:416-947-3300)

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TTY: [416-644-4886](tel:416-644-4886)

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Justice Net volunteers cover a wide variety of cases, including consumer rights and consumer law.

More information is available on the Justice Net website:
<https://www.justicenet.ca/>.

Note: this is an online registration and referral service. General inquiries may be made using the information below, but the call centre cannot access the lawyer directory or answer legal questions:

JusticeNet

8185 Yonge St., Suite 213
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L3T 2C6

Telephone: 416-479-0551

Fax: 437-886-5940

Toll Free: 1-866-919-3219

E-mail: info@justicenet.ca

Ministry of the Attorney General: Small Claims Court

Small Claims Court is available to anyone with a monetary claim of \$35,000 or less. It is designed to be accessible to people who may not have the benefit of their own legal counsel to file a claim (or defend a claim filed against them) and represent them before the court. Small Claims Court may be the most appropriate (or the only available) course of action in some types of consumer law matters.

The Ministry of the Attorney General has extensive materials to help individuals navigate through Small Claims Court without hiring an attorney. This information is available on the Ministry's website at: <https://www.attorneygeneral.jus.gov.on.ca/english/courts/scc/>. Topics include:

- [Suing in small claims court](#)
 - [File a small claim online](#)
 - [Changing the amount of an existing claim](#)
- [Being sued in small claims court](#)
- [Disputed claims](#)
- [Transferring a claim from the Superior Court to Small Claims Court](#)
- [Detailed how-to guides](#)
- [Frequently asked questions](#)

Embedded throughout this information are links to download the appropriate Small Claims Court forms for every step of the claim.

The How-To Guides are a plain-language walk through every step of filing, preparing, arguing, and defending against a small claims court action, including what options are available after you've won (or lost) the lawsuit. The Guides include:

- [What is Small Claims Court?](#)
- [Guide to Making a Claim](#) (for plaintiffs and defendants)
- [Guide to Replying to a Claim](#)
- [Guide to Serving Documents](#)
- [Guide to Motions and Clerk's Orders](#)
- [Guide to Getting Ready for Court](#)
- [Guide to Fee Schedules](#)
- [After Judgment - Guide to Getting Results](#)
- [Guide to Money Paid into Court](#)
- [Court Fee Waiver Guide and Forms](#)

Consumer Protection Ontario

Consumer Protection Ontario is a public awareness program from the Ontario Ministry of Government and Consumer Services. Its website contains information on many common consumer protections issues, explaining your rights under Ontario law and offering tips to help avoid consumer traps. Topics include:

- **[Homes and renovations](#)**
Door-to-door sales, buying or renting a home or condo, hiring a mover, and starting a renovation.
 - **[What to know before buying a home](#)**
 - **[Owning a condo](#)**
 - **[Hiring a mover](#)**
 - **[Door-to-door sales and home service contracts](#)**
 - **[Your rights when starting home renovations or repairs](#)**

- **[Driving and vehicles](#)**
Buying a car, getting car repairs, or getting towed.
 - **[Buying a new or used vehicle: your rights](#)**
 - **[Car repair shops: your rights](#)**
 - **[Getting towed to a storage lot](#)**

- **[Credit, loans and debt](#)**
Payday loans, credit reports, and debt collection and settlement, including repossession of property.
 - **[Payday loans](#)**
 - **[Credit reports](#)**
 - **[Stop collection agency calls](#)**

- **[Scams and identity theft](#)**
Protect yourself from common scams and identity theft, and learn what to do if you are a victim.
 - **[Report a scam or fraud](#)**
 - **[How to avoid or recover from identity theft](#)**

- **[Contracts and memberships](#)**
Signing a contract, including wireless service plans or joining a gym or modelling agency.
 - **[Your rights when signing or cancelling a contract](#)**
 - **[Joining a gym or fitness club](#)**
 - **[Your rights when signing a wireless service contract](#)**
 - **[Modelling and talent agencies: your rights](#)**

- **Shopping**
Shopping in-store and online, reward points, gift cards, returns, warranties, and exchanges.
 - **[Advice on shopping online or over the phone](#)**
 - **[Buying a group voucher or coupon](#)**
 - **[Buying or using gift cards](#)**
 - **[Rules for loyalty reward points](#)**
 - **[Door-to-door sales and home service contracts](#)**
 - **[How to avoid buying counterfeit goods](#)**
 - **[Returns, exchanges and warranties in Ontario](#)**
 - **[Safe in-store transactions](#)**
 - **[Safe online shopping](#)**

- **Take action**
File a complaint against a business or search the Consumer Beware List.
 - **[Filing a consumer complaint.](#)**
 - **[How we address consumer complaints](#)**
 - **[Search the Consumer Beware List](#)**
 - **[Your rights under the *Consumer Protection Act*](#)**

Consumer Protection Ontario also publishes the Consumer Beware List, a searchable online list of business who have either ignored at least two letters from the Ministry notifying the business about a consumer complaint, or who have been charged or convicted in relation to the *Consumer Protection Act* or other acts of the Ministry. The Consumer Beware list can be found at:

<https://www.consumerbewarelist.mgs.gov.on.ca/en/cbl/search>.

Consumer complaint forms may be filed using the online complaint service on the Consumer Protection Ontario website at:

<https://www.ontario.ca/page/filing-consumer-complaint>,

or the form may be downloaded and then either mailed or emailed to:

Ministry of Government and Consumer Services
Consumer Services Operations Division
77 Wellesley Street West
PO Box 450
Toronto, ON M7A 2J6
Email: consumer@ontario.ca
Fax: 416-326-8665

Telephone numbers for inquiries to Consumer Protection Ontario are:

Tel: 416-326-8800
Toll-free: 1-800-889-9768
Tel TTY: 416-229-6086
Toll-free TTY: 1-877-666-6545

Steps to Justice: Consumer Law Information

Steps to Justice is a collaborative project created by Community Legal Education Ontario (CLEO) and funded by Legal Aid Ontario, the Department of Justice Canada, and the Ontario Law Foundation. It provides step-by-step information on a wide range of consumer law topics, including:

- [Buying goods and services](#)
- [Bankruptcy](#)
- [Buying a used car](#)
- [Collection agencies](#)
- [Credit reports and repair](#)
- [Debt and money problems](#)
- [Door-to-door sales](#)
- [Identity theft](#)
- [Motor vehicle repairs](#)
- [Payday loans](#)

The Steps to Justice Consumer Law information section can be found at: <https://stepstojustice.ca/legal-topic/debt-and-consumer-rights>.

CLEO: Consumer Law Resources and Publications

Community Legal Education Ontario (CLEO) also produces a number of brochures and other information resources on consumer law topics, including buying and leasing a vehicle, consumer credit rights, credit reporting, credit and debt counselling services, door-to-door sales, identity theft, motor vehicle repairs, telephone/online/mail order shopping, payday loans, scams, and unfair practices by sellers.

All CLEO brochures may be downloaded and printed on the user's printer. They can also be ordered in bulk for distribution by community organizations and other information providers. There is no charge for downloads, or for mailing of their brochures directly to information providers.

CLEO's Consumer Law information can be found on its website at: https://www.cleo.on.ca/en/resources-and-publications/pubs?language=en&field_legal_topic_tid_i18n=306&page=1. It can also be located through a simple internet search for "CLEO consumer law brochures". CLEO can be contacted at:

Community Legal Education Ontario
180 Dundas Street West, Suite 506
Toronto, Ontario M5G 1Z8

- Phone: **416-408-4420**
- Fax: 416-408-4424
- E-mail: info@cleo.on.ca

OMVIC: Ontario Motor Vehicle Industry Council

Ontario's *Motor Vehicle Dealers Act* (MVDA) requires anyone who trades in motor vehicles (either as a dealer or a salesperson) to register with the Ontario Motor Vehicle Industry Council (OMVIC). OMVIC administers and enforces the MVDA on behalf of the Ministry of Government and Consumer Services. In addition to policing dealers and salespeople to ensure compliance with the MVDA, OMVIC offers valuable information, complaint processing, and potential compensation for and on behalf of consumers whose rights under the MVDA have been violated.

OMVIC's website contains general information for consumers, as well as an online complaint process. The OMVIC website can be found at: <https://www.omvic.on.ca/portal/>. Information of specific value to consumers can be found at: <https://www.omvic.on.ca/portal/Consumers.aspx>.

OMVIC can be reached at:

65 Overlea Blvd
Suite 300
Toronto ON M4H 1P1

Phone: 416-226-4500
Toll-Free: 1-800-943-6002
Fax: 416-226-3208

Consumer Inquiries:
Toll-Free: 1-800-943-6002 x3942
consumers@omvic.on.ca

Anti-curbsider Hotline:
1-888-NO-CURBS (662-8727)
nocurbs@omvic.on.ca

Registration Services:
Toll-Free: 1-800-943-6002 x3941
Fax: 416-512-3701

Compensation Fund:
Phone: 416-226-3661
Toll-Free: 1-800-943-6002 x3661
Fax: 416-226-9406

The Consumer Information portion of the website contains a wealth of valuable information under the topics Consumer Protection, Complaints, Compensation Fund, and Avoid Curbsiders.

CCTS: Commission for Complaints for Telecom-Television Services

The CCTS is an independent industry-funded agency charged with resolving complaints from consumers and small business retail telecom customers. It was created by government mandate to the Canadian Radio-television and Telecommunications Commission (CRTC), which regulates the telecommunications industry. The CCTS Telecommunications Mandate (explained more fully at <https://www.ccts-cprst.ca/about-ccts/mandate/telecommunications-mandate/>) is to handle complaints and resolve disputes regarding:

- Home phones;
- Long-distance services;
- Wireless phone services; and
- Wireless and wired internet services

It can help resolve common consumer telecommunication issues such as:

- Compliance with contract terms and commitments (but not the contract terms themselves);
- Billing disputes and errors (but not the price of the services);
- Service delivery issues such as installation, repair, or disconnection of services, quality of service, unreasonable disruption of service, and transfers of service; and
- Credit issues such as complaints about security deposits, payment arrangements or collections practices.

The CCTS also handles some complaints about television service (cable or satellite). Complaints can be submitted online, with extensive information and online complaint filing available through the CCTS Complaint webpage at: <https://www.ccts-cprst.ca/for-consumers/complaints/>.

Valuable FAQs about what the CCTS can and cannot do, the complaint filing and resolution process, and other useful information can be found here: <https://www.ccts-cprst.ca/for-consumers/faq/>.

Contact the CCTS:

Toll-free: 1-888-221-1687

TTY: 1-877-782-2384

Email: response@ccts-cprst.ca

Fax: 1-877-782-2924

Mail: P.O. Box 56067

Minto Place RO

Ottawa, ON

K1R 7Z1

LEGAL SERVICES AND INFORMATION

SPECIALTY PRACTICES:

WILLS AND POWERS OF ATTORNEY

WILLS AND POWERS OF ATTORNEY SERVICES AND INFORMATION

Law Society of Ontario: Lawyer and Paralegal Referral Service

The Law Society of Ontario is the licensing organization for Ontario lawyers. This public service offered by the Law Society helps individuals and groups find a lawyer or licensed paralegal in many areas of practice, including wills, estate planning, and powers of attorney. Ontario residents may call the Referral Service telephone number and will be provided with the name of a lawyer, or licensed paralegal, in their area who may be able to help with their case. Members of the public can receive up to 30 minutes free consultation on their case from the lawyer or paralegal to help determine their rights and options. During the consultation (which may be over the telephone or in person, at the choice of the lawyer/paralegal) you may ask for advice such as:

- How the law applies to your situation;
- How to use the law to solve your legal problem;
- How long the legal work may take; and
- How much the legal representative will charge.

After the consultation you can decide whether you want to hire the lawyer or paralegal or not. Either way there is no charge for the first 30-minute consultation.

Please note that it may take up to three days to process a referral request and locate an appropriate lawyer or paralegal for the type of advice needed.

More information about how the referral service works can be found on the Law Society's website at: <https://lsrs.lsuc.on.ca/lsrs/>.

Law Society of Ontario
Osgoode Hall, 130 Queen Street West
Toronto, ON M5H 2N6

Telephone: [416-947-3300](tel:416-947-3300)
Toll-free: [1-800-668-7380](tel:1-800-668-7380)
TTY: [416-644-4886](tel:416-644-4886)

Justice Net: Reduced Fee Legal Services

Justice Net is a not-for-profit service helping people in need of legal expertise, whose income is too high to access legal aid and too low to afford standard legal fees. The Justice Net program is available to anyone living in Canada and whose net family income is under \$59,000. This site can help individuals find legal professionals who have agreed to devote a portion of their practice to qualifying clients at reduced fees. Reduced fees are calculated on a sliding scale taking the family's individual circumstances into account.

Justice Net volunteers cover a wide variety of cases, including estate planning and related matters.

More information is available on the Justice Net website: <https://www.justicenet.ca/>.

Note: this is an online registration and referral service. General inquiries may be made using the information below, but the call centre cannot access the lawyer directory or answer legal questions:

JusticeNet

8185 Yonge St., Suite 213
Thornhill, Ontario
L3T 2C6
Telephone: 416-479-0551
Fax: 437-886-5940
Toll Free: 1-866-919-3219
E-mail: info@justicenet.ca

Ministry of the Attorney General: Powers of Attorney

The Ministry of the Attorney General has valuable basic information about powers of attorney on its website at:

<https://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/incapacity/poa.php>.

It explains how powers of attorney work, things to consider when creating a power of attorney and choosing who you name as your power of attorney, and discusses advance directives.

The Ministry also has a Power of Attorney Kit that can be downloaded from the website with this link: <https://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/poa.pdf>. The Kit contains forms for both a Continuing Power of Attorney for Property and a Power of Attorney for Personal Care, with information, suggestions, and guidelines each step of the way.

Ministry of the Attorney General
McMurtry-Scott Building
720 Bay Street, 11th floor
Toronto, Ontario
M7A 2S9

Toll-free: 1-800-518-7901
TTY: 1-877-425-0575
Email: attorneygeneral@ontario.ca
Fax: 416-326-4007 (General Inquiries)

Steps to Justice: Information about Wills and Powers of Attorney

Steps to Justice is a collaborative project created by Community Legal Education Ontario (CLEO) and funded by Legal Aid Ontario, the Department of Justice Canada, and the Ontario Law Foundation.

It provides step-by-step information about wills and powers of attorney, including:

- [What is a will and what happens if I die without making one?](#)
- [What do I need to think about when making a will?](#)
- [What are probate fees and can I reduce them?](#)

- [I'm married. What happens if I die without a will?](#)
- [I'm not legally married. What happens if I die without a will?](#)
- [I've been named an estate trustee in a will. What do I have to do?](#)
- [How do I apply for a certificate of appointment with a will?](#)
- [My loved one died without a will. Can I apply to be their estate trustee?](#)
- [How do I apply to be an estate trustee without a will?](#)
- [What can I do if someone died and I don't agree with what I'm getting from the estate?](#)
- [When should I update my will?](#)
-

The Steps to Justice Wills and Powers of Attorney information section can be found at: <https://stepstojustice.ca/legal-topic/wills-and-estates/wills>. Although the site currently focuses on wills only, we expect that CLEO will be adding information about powers of attorney as well, so check the website for updates and additions.

CLEO: Powers of Attorney Resources and Publications

Community Legal Education Ontario (CLEO) also produces brochures on the Continuing Power of Attorney for Property and the Continuing Power of Attorney for Personal Care which can be found at: https://www.cleo.on.ca/en/resources-and-publications/pubs?language=en&field_legal_topic_tid_i18n=88.

All CLEO brochures may be downloaded and printed on the user's printer. They can also be ordered in bulk for distribution by community organizations and other information providers. There is no charge for downloads, or for mailing of their brochures directly to information providers.

CLEO can be contacted at:

Community Legal Education Ontario
180 Dundas Street West, Suite 506
Toronto, Ontario M5G 1Z8

Phone: 416-408-4420
Fax: 416-408-4424
E-mail: info@cleo.on.ca

LEGAL SERVICES AND INFORMATION

LOCAL GOVERNMENT OFFICES AND CONTACT INFORMATION

LOCAL GOVERNMENT SERVICES AND CONTACT INFORMATION

Members of Parliament and Members of Provincial Parliament

Members of Parliament can be helpful with some types of issues and can sometimes resolve issues on behalf of their constituents. Our local Members are:

Member of Parliament (Federal)

Marilyn Gladu, MP
Sarnia-Lambton Constituency Office
1000 Finch Drive, Unit 2
Sarnia, ON
N7S 6G5

Phone: 519-383-6600
Fax: 519-383-0609
Email: Marilyn.gladu@parl.gc.ca

Lianne Rood, MP
Lambton—Kent—Middlesex Constituency Office
65 Front Street West
Strathroy, Ontario
N7G 1X6

Phone: 1-613-947-4581
Email: Lianne.Rood@parl.gc.ca

Provincial Member of Parliament (Ontario)

Sarnia-Lambton
Bob Bailey
805 Christina St. North
Suite 102
Point Edward, ON N7V 1X6

bob.bailey@pc.ola.org
(519) 337-0051

Lambton-Kent-Middlesex
Monte McNaughton
81 Front St. W
Strathroy,
ON
N7G 1X6

monte.mcnaughtonco@pc.ola.org
519-245-8696

Lambton County

The Lambton County website has extensive information about County government, services, bylaws, and other information of interest to residents and businesses.

The County Divisions page has links to each of the Divisions at

<https://www.lambtononline.ca/home/government/countydivisions/Pages/default.aspx> :

- [Corporate Services](#)
- [Cultural Services](#)
- [Finance, Facilities and Court Services](#)
- [Infrastructure & Development Services](#)
- [Long-Term Care](#)
- [Public Health Services](#)
- [Social Services](#)

There is also a wealth of other information of interest of residents, visitors, and business linked under the Residents tab

(<https://www.lambtononline.ca/home/Residents/Pages/default.aspx>):

- [Building Services](#)
- [Community Health Study](#)
- [Court Services](#)
- [Creative County](#)
- [Electric Vehicle Charging Stations](#)
- [Emergency Management](#)
- [Emergency Medical Services](#)
- [Going Green](#)
- [Hospitals and Schools](#)
- [Housing Services](#)
- [Lambton County Libraries](#)
- [Lambton Public Health](#)
- Lambton Shared Services Centre
- [Lands](#)
- [Long-Term Care and Adult Enrichment Centres](#)
- [Museums](#)
- [Ontario Works](#)
- [Planning and Development](#)
- [Public Works](#)
- [Social Planning and Children's Services](#)
- [This Month In Lambton](#)
- [Trails](#)

Contact the County at:

County of Lambton Administration Building
789 Broadway Street, Box 3000
Wyoming, ON N0N 1T0
Telephone: 519-845-0801
Toll Free: 1-866-324-6912
Fax: 519-845-3160

Township Offices

Townships control zoning, building, waste and recycling services, Township-owned parks, recreational facilities, road, and buildings, and others matters entrusted to local control, within township boundaries. Township government information for Lambton County is available on the County's website, and is excerpted below:

<p>Municipality of Brooke-Alvinston 3236 River Street Box 28 Alvinston, ON N0N 1A0 Tel. 519-898-2173 Fax: 519-898-5653</p>	
<p>Township of Dawn-Euphemia 4591 Lambton Line RR 4 Dresden, ON N0P 1M0 Tel. 519-692-5148 Fax: 519-692-5511</p>	
<p>Township of Enniskillen 4465 Rokeby Line RR 1 Petrolia, ON N0N 1R0 Tel. 519 882-2490 Fax: 519 882-3335</p>	
<p>Municipality of Lambton Shores 7883 Amtelecom Parkway Forest, ON N0N 1J0 Tel. 519-786-2335 Fax: 519-786-2135</p>	
<p>Village of Oil Springs 4591 Oil Springs Line Box 22 Oil Springs, ON N0N 1P0 Tel. 519 834-2939 Fax: 519 834-2333</p>	
<p>Town of Petrolia 411 Greenfield Street Box 1270 Petrolia, ON N0N 1R0 Tel. 519-882-2350 Fax: 519-882-3373</p>	

<p>Town of Plympton-Wyoming 546 Niagara Street Box 250 Wyoming, ON N0N 1T0 Tel. 519-845-3939 Fax: 519-845-0597</p>	
<p>Village of Point Edward 135 Kendall Street Point Edward, ON N7V 4G6 Tel. 519 337-3021 Fax: 519 337-5963</p>	
<p>City of Sarnia 255 North Christina Street Box 3018 Sarnia, ON N7T 7N2 Tel. 519-332-0330 Fax: 519-332-3995</p>	
<p>Township of St. Clair 1155 Emily Street Mooretown, ON N0N 1M0 Tel. 519-867-2021 Fax: 519-867-5509</p>	
<p>Township of Warwick 6332 Nauvoo Road RR 8 Watford, ON N0M 2S0 Tel. 519-849-3926 Fax: 519-849-6136</p>	