

## Referrals to Resources

Resources are available to help those who require assistance or support. Some of these services are free and others have costs. Resources marked with an asterisk (\*) can be reached toll-free by following the directions at the end of this sheet.

### Legal help

The Maintenance Enforcement Program (MEP) cannot provide legal advice or arrange legal representation for its clients. Also, MEP cannot change court orders or agreements for child and spousal support, as this must be done by the courts.

**If you do not have a lawyer but feel you need legal representation or advice, you may wish to contact:**

#### Legal Aid Alberta\*

Legal Aid Alberta provides legal assistance at a reduced cost to people who cannot afford to pay a lawyer. Call or go to the Legal Aid Alberta website to see if you are eligible to receive Legal Aid services.

[www.legalaid.ab.ca](http://www.legalaid.ab.ca)

Phone: 1-866-845-3425 (Toll-free)

#### Lawyer Referral Service

The Law Society of Alberta provides the Lawyer Referral Service to help people find local lawyers to review what legal services might be helpful. Up to three lawyers can be contacted for a free half-hour interview. During the interview the caller can discuss their legal situation to decide if the lawyer would be a good fit for them, and ask what it would cost to have legal work done.

[www.lawsociety.ab.ca/public/lawyer-referral/](http://www.lawsociety.ab.ca/public/lawyer-referral/)

Phone: 1-800-661-1095

1-403-228-1722 (Calgary only)

#### Legal Clinics

Six legal clinics are available in Alberta to provide free legal help to those who do not qualify for Legal Aid. To attend a clinic you must book an appointment by phoning or emailing the offices listed below.

##### Calgary Legal Guidance

[www.clg.ab.ca](http://www.clg.ab.ca)

Phone: 403-234-9266 (Calgary area only)

Email: [clg@clg.ab.ca](mailto:clg@clg.ab.ca)

##### Edmonton Community Legal Centre

[www.eclc.ca](http://www.eclc.ca)

Phone: 780-702-1725 (Edmonton area only)

Email: [Intake@eclc.ca](mailto:Intake@eclc.ca)

##### Central Alberta Community Legal Clinic

[www.communitylegalclinic.net](http://www.communitylegalclinic.net)

Phone: 403-314-9129 (Red Deer area only)

Email: [info@communitylegalclinic.net](mailto:info@communitylegalclinic.net)

##### Medicine Hat Legal Help Centre

[www.mhlhc.ca/](http://www.mhlhc.ca/)

Phone: 403-712-1021 (Medicine Hat area only)

Email: [intake@mhlhc.ca](mailto:intake@mhlhc.ca)

##### Lethbridge Legal Guidance

[www.lethbridgelegalguidance.ca](http://www.lethbridgelegalguidance.ca)

Phone: 403-380-6338 (Lethbridge area only)

Email: [lethbridgelegalguidance@telus.net](mailto:lethbridgelegalguidance@telus.net)

##### Grande Prairie Legal Guidance

[www.gplg.ca](http://www.gplg.ca)

Phone: 780-882-0036 (Grande Prairie area only)

Email: [gplg@thecommunityvillage.ca](mailto:gplg@thecommunityvillage.ca)

## Law Society of Alberta, Complaints Process

If you have concerns about a member of the legal profession, the Law Society of Alberta provides information on issues surrounding the legal profession, investigates allegations of misconduct against lawyers, and enforces disciplinary action where appropriate. The complaints process resolves complaints about lawyer conduct and is a free service. The Law Society website provides details on its services and the complaints process.

[www.lawsociety.ab.ca/public/providing-information-concerning-a-lawyer/](http://www.lawsociety.ab.ca/public/providing-information-concerning-a-lawyer/)

Toll-free in Alberta 1-800-661-9003

## Legal information and resources

### Resolution and Court Administration Services (RCAS)

Resolution and Court Administration Services (RCAS) oversees a group of programs and services offered by Alberta Justice and Solicitor General in collaboration with the Alberta court system. RCAS staff can help people find solutions for legal issues, offer programs at no cost or a minimal charge, and provide services across Alberta.

[www.alberta.ca/rcas](http://www.alberta.ca/rcas)

Phone: 1-855-738-4747

### Family Court Assistance

Part of RCAS, Family Court counsellors provide free services to families involved in parenting disputes who are not living together. The service is designed for people who are not represented by a lawyer, or parties who file an application in Provincial Court that deals with parenting, guardianship, contact or enforcement of time with a child. Court counsellors provide services such as discussing parties' options, negotiating agreements, preparing court applications, helping parties prepare for court sessions, and getting court orders prepared and filed with the courts.

[www.alberta.ca/family-court-assistance.aspx](http://www.alberta.ca/family-court-assistance.aspx)

Calgary 403-297-6981

Camrose 780-679-1777

Edmonton 780-427-8343

Fort McMurray 780-743-7380

Grande Prairie 780-833-4200

High Prairie 780-523-6173

Hinton 780-865-8384

Lethbridge 403-388-3102

Medicine Hat 403-529-8716

Red Deer 403-340-7187

Vermillion 780-853-8120

Wetaskiwin 780-361-1308

### Family Mediation Services\*

Part of RCAS, Family Mediation Services provides voluntary mediation services to parents and families to resolve issues that affect their children. Concerns with parenting time, child support, guardianship, communication, spousal support or property matters may be resolved through mediation. These services are provided at no cost to families when at least one of the adult parties involved has an annual income of less than \$40,000, and the family has at least one dependent child under the age of 18, or who is over 18 and eligible for continued child support.

[www.alberta.ca/family-mediation.aspx](http://www.alberta.ca/family-mediation.aspx)

Edmonton 780-427-8329

Calgary 403-297-6981

Elsewhere in Alberta 403-355-2414

### Court of Queen's Bench Clerk's Office\*

The clerk's office provides information for individuals seeking court orders or wanting copies of them. The clerk's office cannot offer legal advice.

Edmonton 780-422-2200

Calgary 403-297-3436

## Court of Queen's Bench\*

[www.albertacourts.ca/qb](http://www.albertacourts.ca/qb)

Drumheller	403-820-7300	Edmonton	780-422-2492
Fort McMurray	780-743-7195	Grande Prairie	780-538-5340
High Level	780-926-3715	Hinton	780-865-8280
Lethbridge	403-381-5196	Medicine Hat	403-529-8710
Peace River	780-624-6256	Red Deer	403-340-5220
St. Paul	780-645-6387	Wetaskiwin	780-361-1258

## Provincial Court of Alberta Clerk's Office\* Family and Youth Division

The Family Court Services Division of the Provincial Court of Alberta processes applications for spousal support, child support, child custody, access, parenting time and guardianship that are often brought by parties without legal representation. The clerk's office cannot offer legal advice.

[www.albertacourts.ca/pc](http://www.albertacourts.ca/pc)

Edmonton 780-427-2743      Calgary 403-297-3471

## Legal Ave

A creation of the Alberta Legal Information Society, Legal Ave helps Albertans find information about family law topics, including breakdown in family relationships, child support, adoption, domestic violence, and other family-related legal issues. Users may browse topics or answer guided questions to have the system find specific information for them.

[legalave.ca](http://legalave.ca)

## Dial-a-Law

Dial-a-Law provides pre-recorded messages on over 140 legal topics including family law concerns. Operator assistance is available weekdays from 8:30 a.m. to 4:30 p.m.

[clg.ab.ca/programs-services/dial-a-law/](http://clg.ab.ca/programs-services/dial-a-law/)

Calgary 403-234-9022      Toll-free 1-800-332-1091

## Student Legal Services

Law students provide low-income individuals free information and referrals on many different legal issues, including family law, help people obtain maintenance and variation orders, and provide 'Do Your Own Divorce' clinics.

[www.slsedmonton.com](http://www.slsedmonton.com)

Admin office 780-492-2226      Family Law project 780-492-8244

## Student Legal Assistance

Law students provide free information and referrals on family law issues. Caseworkers may also appear in court or at negotiations and resolutions.

[slacalgary.ca](http://slacalgary.ca)

Calgary 403-220-6637

## Department of Justice Canada

Justice Canada provides information on the Federal Child Support Guidelines used to calculate maintenance, federal enforcement actions such as Federal Licence Denials, maintenance enforcement in Canada, and resources for families on adjusting to divorce and separation.

[www.justice.gc.ca/eng/fl-df](http://www.justice.gc.ca/eng/fl-df)

## Department of Justice Canada - Family Law Information Line

This service provides general information about the federal Child Support Guidelines and other family law matters.

Phone: 1-888-373-2222

## Family Orders and Agreements Enforcement Assistance Services

Justice Canada's Family Orders and Agreements Enforcement Assistance Services cooperates with maintenance enforcement programs across Canada to supervise the enforcement of federal support deduction notices and federal licence denials (e.g., capture of GST rebates and denial of passports). It charges debtors an annual administrative fee for all federal support deduction notices.

Phone: 1-800-267-7777

## Resources for separated and divorced parents

For help with enforcing child access, please see MEP's Information Sheet [Access Enforcement](#).

### Child Support Services Program\*

Child Support Services (CSS) helps single parents and parents of blended families get the legal agreements or court orders they need to obtain child support. All single parents or parents of blended families who are receiving Income Support, the Alberta Adult Health Benefit, and Assured Income for the Severely Handicapped (AISG) benefits, and other families whose incomes are below a certain threshold, are all eligible for CSS services.

[www.alberta.ca/help-receiving-child-support.aspx](http://www.alberta.ca/help-receiving-child-support.aspx)

Edmonton 780-415-6400

Calgary 403-297-6060

Elsewhere in Alberta 310-0000 and ask for the CSS office nearest you

### Parenting After Separation Sessions

Parenting After Separation seminars are available at no cost to participants or online. This course includes information on the legal, emotional, and financial implications of separation and the use of mediation to resolve disputes. Parents learn how to develop a parenting plan and maintain a relationship with their children during and after separation. The course is approximately 3 hours when taken as an eCourse.

[pas.albertacourts.ab.ca](http://pas.albertacourts.ab.ca)

### Resources for dispute resolution

Mediation can help families resolve their disputes amicably and positively. Two resources maintain a list of practising mediators for referral. Fees for sessions vary according to the practitioner.

#### Alberta Family Mediation Society

1-877-233-0143

[www.afms.ca](http://www.afms.ca)

#### Alternative Dispute Resolution Institute Of Alberta

1-800-232-7214

[www.adralberta.com](http://www.adralberta.com)

### Courses on separation and divorce:

Some regional continuing education programs offer courses dealing with separation and divorce. These courses provide information on family law in Alberta and how it applies to you. For more information, contact the program below or call your local continuing education provider for a list of courses available.

#### Metro Continuing Education

780-428-1111 (Edmonton area only)

[www.metrocontinuingeducation.ca](http://www.metrocontinuingeducation.ca)

## Resources for financial concerns

### Money Mentors

Money Mentors is an Alberta-based non-profit consumer education and debt counselling service for individuals and families. It is the exclusive provider of the Orderly Payment of Debts Program in Alberta.

[www.moneymentors.ca](http://www.moneymentors.ca)

Edmonton 780-423-2791

Calgary 403-265-2240

Toll-free in Alberta 1-888-294-0076

### Credit Counselling Canada

Credit Counselling Canada is an Ontario-based national, non-profit, credit counselling and debt management service. You can speak to a counsellor by contacting the toll-free number.

[www.creditcounsellingcanada.ca](http://www.creditcounsellingcanada.ca)

Phone: 1-866-398-5999

### Office of the Superintendent of Bankruptcy

Albertans may choose to deal with their debts by filing for bankruptcy. Bankruptcy involves dealing with a Licensed Insolvency Trustee who will help with the process. Albertans may find Licensed Insolvency Trustees through the Office of the Superintendent of Bankruptcy.

[www.canada.ca/en/superintendent-bankruptcy.html](http://www.canada.ca/en/superintendent-bankruptcy.html)

Phone: 1-877-376-9902

## Family resources

### Community and Social Services

Provides assistance for seniors, children, people with disabilities, unemployed or lower-income families, and individuals and families in crisis.

[www.alberta.ca/family-social-caregiver-supports.aspx](http://www.alberta.ca/family-social-caregiver-supports.aspx)

### Dental care

You can contact a Dental Clinic – Public Health through the Alberta Health Services website at [www.albertahealthservices.ca](http://www.albertahealthservices.ca). They offer reduced fees for dental services to qualified low-income Alberta residents.

### Get an Emergency Protection Order

If you have been assaulted or you are in a family violence situation, contact your local police or RCMP detachment.

An Emergency Protection Order (EPO) is granted when:

- violent or threatening behavior occurs between family members
- there is evidence that immediate protection is necessary
- family violence will resume or continue

The police can apply for an Emergency Protection Order to provide you with immediate protection.

### Family Violence Info Line

If you are in immediate danger, call 911. Talk to trained staff over the phone toll-free 24 hours a day, 7 days a week in more than 170 languages by calling 310-1818. You can also chat anonymously online with staff from noon to 8:00 p.m. daily at [www.humanservices.alberta.ca](http://www.humanservices.alberta.ca)

## Emergency Shelters

Family Violence Emergency Shelters offer a safe and supportive place for people to stay when they are fleeing a domestic violence situation. Services such as safety planning, outreach, advocacy, children's programming and community referrals are also available.

- To locate the shelter nearest you, call the Alberta Council of Women's Shelters toll-free at 1-866-331-3933.
- The Wheatland Shelter in Strathmore provides assistance to men with or without children. Call toll-free at 1-877-934-6634.

## Safer spaces help

Tenants can end their tenancy agreement without financial penalty by getting a certificate confirming they are victims of domestic violence

- The Residential Tenancies (Safer Spaces for Victims of Domestic Violence) Amendment Act allows for victims of family violence to end a residential tenancy agreement without financial penalty.
- To do this, tenants must get a Certificate Confirming Grounds to Terminate Tenancy, and use it to give at least 28 days' notice to their landlord. The tenant is still required to pay rent during the notice period.

[www.alberta.ca/safer-spaces-certificate.aspx](http://www.alberta.ca/safer-spaces-certificate.aspx)

## Child abuse reporting

Contact your local Child and Family Services Office or Delegated First Nations Agency by calling 310-0000 to get the telephone number for the nearest location, or call the Child Abuse Hotline at 1-800-387-KIDS (5437) or police/RCMP.

## Sexual Assault Services in Alberta

There are twelve sexual assault services in Alberta providing specialized and distinct core sexual assault services to individuals, families and communities across the province of Alberta.

[aasas.ca/get-help/](http://aasas.ca/get-help/)

## LGBTQ support

There are a number of online programs and support for the LGBTQ community that address issues such as discrimination, bullying, family violence and mental health issues.

[www.humanservices.alberta.ca/abuse-bullying/LGBTQ-support.html](http://www.humanservices.alberta.ca/abuse-bullying/LGBTQ-support.html)

## Alberta Health Services

Alberta Health Services (AHS) offers alcohol, tobacco, and other drug and problem gambling information, as well as support and referral services to callers. Toll-free in Alberta 1-866-332-2322 (24-hour Helpline)

[www.albertahealthservices.ca/amh/amh.aspx](http://www.albertahealthservices.ca/amh/amh.aspx)

- MEP has other Information Sheets, on a variety of helpful topics. To see them, visit MEP's website at [www.albertamep.gov.ab.ca](http://www.albertamep.gov.ab.ca).
- To contact MEP, phone 780-422-5555 or \*toll-free in Alberta at 310-0000.
- To view information about your MEP file, log in to *MEP Accounts Online* on MEP's website and select "Account login".