Resources

Know Your Rights Alberta – Legal Information Handbook

November 2024

CNIB

Disclaimer

This content is provided as general information and is not legal advice. If you need advice about a specific legal issue, contact a lawyer.

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To learn more about the Know Your Rights project, please visit **cnib.ca/KnowYourRights**

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1 Legal Services

Alberta Human Rights Commission

The Alberta Human Rights Commission ("AHRC") an independent commission of the Government of Alberta, created by the Alberta Human Rights Act. Its mandate is to foster equality and reduce discrimination, by:

- Providing public information and education programs; and,
- Helping people resolve human rights complaints.

Contact Information

You may contact the Commission's Confidential Inquiry Line by calling: 780-427-7661.

Additional information about contacting the Commission is available **here**. Information on how to make a human rights complaint is available **here**.

Canadian Human Rights Commission

The Canadian Human Rights Commission receives complaints of discrimination and determines whether a complaint has the basis for a human rights complaint under **federal** human rights law, such as the **Canadian Human Rights Act.** The Commission does not decide whether there has been discrimination. The Commission will screen the complaint and determine whether to send the same to the Canadian Human Rights Tribunal, which is separate and independent from the Commission. For **federally** regulated employers, and **federally** regulated services, such as transportation, you may be able to bring a complaint about discrimination based on disability to the Commission. Learn more information about **filing a complaint**.

Canadian Transportation Agency

The **Canadian Transportation Agency** ("**CTA**") helps protect the human rights of people with disabilities, when they access federally regulated transportation services. Learn more about **filing an accessibility complaint**.

The **CTA** also publishes a range of helpful materials such as:

- **Accessibility and the Canadian Transportation Agency**
- **Take Charge of Your Travel: A Guide for Persons with Disabilities**
- **Travelling with a Service Animal**
- **Travelling with an Attendant**

The **CTA** is also responsible for creating and implementing the new accessible transportation requirements under the **Accessible Canada Act**.

Legal Aid Alberta

Legal Aid Alberta is a publicly funded, non-profit organization that provides affordable legal services across the province.

Eligibility

To be eligible for services through Legal Aid Alberta, you must be financially eligible. Your net household income must be under a certain amount, which changes depending on the size of your family.

Additionally, you must be dealing with one, or more, of the following types of legal issues:

- Serious criminal charges
- Youth criminal charges
- Family law and child welfare matters
- Family violence
- Mental health matters
- Adult guardianship or trusteeship matters (wherein you are the subject of the application)
- Income support matters
- Immigration matters and refugee claims

It is important to note that you will be required to pay for the legal services you receive through Legal Aid Alberta. Payment plans are available.

Contact Information

You may contact Legal Aid Alberta by calling them at: 1-866-845-3425 to determine your eligibility and start an application.

Residential Tenancy Dispute Resolution Service

The Residential Tenancy Dispute Resolution Service (RTDRS) is a quasi-judicial tribunal that offers landlords and tenants a method of resolving disputes under the jurisdiction of the **Residential Tenancies Act** and the **Mobile Home Sites Tenancies Act**, without going to court. For information on how to access this service, review the Residential Tenancy Dispute Resolution Service **website**.

Legal Clinics

Fort McMurray

Fort McMurray Community Legal Clinic

Fort McMurray Community Legal Clinic provides free and confidential legal information, advice, and advocacy in a positive, inclusive, and supportive environment.

Fort McMurray Community Legal Clinic offers advice on legal issues such as:

- Landlord/Tenant
- Wills and Estates
- Employment
- Small Claims/Debt
- Criminal Law
- Traffic/Bylaws
- Family Law
- Personal Injury
- Immigration Law

Legal services are free of charge for people with low income. They use a set of income guidelines to determine whether a person qualifies for their services. You must book an appointment to meet with a lawyer. Appointments are approximately 30 minutes in length, and are available virtually.

Contact Information

You may contact Fort McMurry Community Legal Clinic by calling them at: 587-674-2282; or, by submitting an **online intake form**. When you first contact the Clinic, staff will ask you some questions to determine if you qualify for their services. If you do, they will guide you through the next steps to book a future appointment with a volunteer lawyer. If you do not qualify for services, they will do their best to refer you to the next best place to assist with your needs.

Edmonton

Edmonton Community Legal Centre

Where income poses a barrier to legal services, The Edmonton Community Legal Centre is a non-profit agency that provides free legal services to those in Edmonton and Northern Alberta.

The Edmonton Legal Centre provides legal information and advices on:

- Family Law
- Landlord and Tenant
- Employment
- Human Rights
- Debt
- Small Claims
- Immigration
- Income Support/Social Benefits

Contact Information

You may contact The Edmonton Community Legal Centre by calling them at: 780-702-1725; or, by submitting an **online intake form**.

Student Legal Services

Student Legal Services ("SLS") is a pro-bono legal clinic run primarily by students at the University of Alberta. Student Legal Services provides free legal information and assistance to the low income community in Edmonton, and contributes to legal reform and legal education efforts as they impact on poverty law issues. Undergraduate students and low-income individuals in the Edmonton area, who need assistance with a legal matter that is within SLS's areas of practice, may be eligible for services.

SLS's areas of practice are as follows:

- Civil Law
- Criminal Law
- Family Law
- Human Rights
- Trans ID Project
- Legal Education and Reform
- Record Suspension Project

Contact Information

- **Civil Law Project**
  - Telephone: 780-492-8244
- **Criminal Project**
  - Telephone: 780-425-3356
- **Record Suspension Project**
  - Telephone: 780-495-3356; or, complete an online **contact form**.
- **Family Law Project**
  - Telephone: 780-492-8244
- **Human Rights Project**
  - Telephone: 780-492-8287; or, complete an online **contact form**.
- **Trans ID Clinic**

- Telephone: 780-492-8287; or, complete an online **contact form**.

Civil Claims Duty Counsel Program

The Civil Claims Duty Counsel project provides brief legal assistance to self-represented litigants with civil matters in the Alberta Court of Justice in Edmonton and Calgary.

Volunteer lawyers are able to provide free 30-minute consultations. They can provide legal advice, information on court procedures, assistance with document preparation and review, and help preparing for trials, motion and other appearances.

This program does not assist with family, criminal or corporate law matters, matters in the Court of King's Bench or other Appeal Courts, or pre-trial conferences and mediations.

This service is offered on a walk-in, first-come first-served basis. No appointment or pre-registration is required.

Review the **Program Calendar** to know when and where the next Civil Claims Duty Counsel Program is taking place.

King's Bench Court Assistance Program – Edmonton

The King's Bench Court Assistance Program (also known as "KB Amicus Program") provides summary legal assistance to self-represented litigants with civil matters at the Court of King's Bench. Self-represented litigants with civil matters in the Court of King's Bench who apply for assistance and meet program criteria will be able to receive up to 30 minutes of free legal advice from a volunteer lawyer.

In the morning, volunteer lawyers are available to provide in-person assistance to those without legal representation who need help with their Morning Chambers appearances in Applications Judge and Justice Chambers. This includes assistance with:

- Applications
- Bankruptcy
- Motions
- Other appearances

The program does not assist with family, criminal, or corporate matters, matters in the Alberta Court of Justice or other Appeal Courts, pre-trial conferences, and mediations. This service is offered on a walk-in, first-come first-served basis. No appointment or pre-registration is required. Review the **Program Calendar** to know when and where the next King's Bench Court Assistance Program is taking place in Edmonton.

Grande Prairie

Grande Prairie Clinic

The Grande Prairie Clinic is an office of the **Edmonton Community Legal Centre**. If you live in the Grande Prairie area, the Grande Prairie Clinic can assist in the following areas:

- Family Law
- Guardianship/Trustee
- Employment
- Small Claims/Civil
- Debt/Claims
- Wills/Estates

Contact Information

You may contact Grande Prairie Clinic by calling them at: 780-882-0036; or, by submitting an **online intake form**.

Lloydminster

Lloydminster Community Legal Clinic

Lloydminster Community Legal Clinic provides free and confidential legal information, advice, and advocacy in a positive, inclusive, and supportive environment.

Lloydminster Community Legal Clinic offers advice on legal issues such as:

- Landlord/Tenant
- Wills and Estates
- Employment
- Small Claims/Debt
- Criminal Law
- Traffic/Bylaws
- Family Law
- Personal Injury
- Immigration Law

Legal services are free of charge for people with low income. They use a set of income guidelines to determine whether a person qualifies for their services. You must book an appointment to meet with a lawyer. Appointments are approximately 30 minutes in length, and are available virtually.

Contact Information

You may contact Lloydminster Community Legal Clinic by calling them at: 587-789-0727; or, by submitting an **online intake form**. When you first contact the Clinic, staff will ask you some questions to determine if you qualify for their services. If you do, they will guide you through the next steps to book a future appointment with a volunteer lawyer. If you do not qualify for services, they will do their best to refer you to the next best place to assist with your needs.

Red Deer

Central Alberta Community Legal Clinic

Central Alberta Community Legal Clinic provides free and confidential legal information, advice, and advocacy in a positive, inclusive, and supportive environment. Central Alberta Community Legal Clinic offers advice on legal issues such as:

- Landlord/Tenant
- Wills and Estates
- Employment
- Small Claims/Debt
- Criminal Law
- Traffic/Bylaws
- Family Law
- Personal Injury
- Immigration Law

Legal services are free of charge for people with low income. They use a set of income guidelines to determine whether a person qualifies for their services. You must book an appointment to meet with a lawyer. Appointments are approximately 30 minutes in length, and are available virtually.

Contact Information

You may contact Central Alberta Community Legal Clinic by calling them at: 403-314-9129; or, by submitting an **online intake form**. When you first contact the Clinic, staff will ask you some questions to determine if you qualify for their services. If you do, they will guide you through the next steps to book a future appointment with a volunteer lawyer. If you do not qualify for services, they will do their best to refer you to the next best place to assist with your needs.

Calgary

Calgary Legal Guidance

Calgary Legal Guidance is a non-profit legal organization dedicated to providing free legal guidance to those who not have access to paid services. Volunteer lawyers offer legal advice to

qualified clients during a 30-45 minute appointment, by phone or in person. If you need more help after your appointment, you can come back for advice as you move through your legal issue. Calgary Legal Guidance offers assistance within the following programs:

Calgary Legal Guidance offers assistance within the following programs:

- Summary Advice Clinics
- Social Benefits Advocacy
- Indigenous Law
- Domestic Violence/Family Law
- Immigration Law
- Elder Law
- Homeless Outreach
- Pre-Apprehension Child Welfare Program
- Survivors of Sexual Assault

Contact Information

To learn whether Calgary Legal Guidance can help you, contact the Intake Team by calling them at: 403-234-9266.

Student Legal Services

Student Legal Assistance ("SLA") is a non-profit, registered charitable organization that provides free legal information and representation to low-income residents of Calgary and the surrounding area. SLA is staffed primarily by current University of Calgary law students. Under the guidance of the Executive Director and a team of advising lawyers, law student caseworkers are responsible for client intake and case management.

SLA can assist with the following types of legal issues:

- Certain criminal charges proceeding before the Alberta Court of where the criminal charge is a summary offence, and the Crown is not seeking jail time
- Certain civil matters, such as smalls claims
- Family law matters not involving Child and Family Services or Divorce
- Traffic and By-law matters
- Landlord-Tenant Matters
- University of Calgary Student Appeals
- Notary Services

Contact Information

You may contact Student Legal Assistance by calling them at: 403-220-6637; or, by submitting an **online intake form**.

Civil Claims Duty Counsel Program

The Civil Claims Duty Counsel project provides brief legal assistance to self-represented litigants with civil matters in the Alberta Court of Justice in Edmonton and Calgary.

Volunteer lawyers are able to provide free 30-minute consultations. They can provide legal advice, information on court procedures, assistance with document preparation and review, and help preparing for trials, motion and other appearances.

This program does not assist with family, criminal or corporate law matters, matters in the Court of King's Bench or other Appeal Courts, or pre-trial conferences and mediations.

This service is offered on a walk-in, first-come first-served basis. No appointment or pre-registration is required. Review the **Program Calendar** to know when and where the next Civil Claims Duty Counsel Program is taking place.

King's Bench Court Assistance Program – Calgary

The King's Bench Court Assistance Program (also known as "KB Amicus Program") provides summary legal assistance to self-represented litigants with civil matters at the Court of King's Bench. Self-represented litigants with civil matters in the Court of King's Bench who apply for assistance and meet program criteria will be able to receive up to 30 minutes of free legal advice from a volunteer lawyer.

In the morning, volunteer lawyers are available to provide in-person assistance to those without legal representation who need help with their Morning Chambers appearances in Applications Judge and Justice Chambers. This includes assistance with:

- Applications
- Bankruptcy
- Motions
- Other appearances

The program does not assist with family, criminal, or corporate matters, matters in the Alberta Court of Justice or other Appeal Courts, pre-trial conferences, and mediations.

In the afternoon, volunteers are available for in-person legal advice clinic for civil matters at the Court of the King's Bench in Calgary. Examples of these matters include:

- Foreclosure and bankruptcy
- Builder's liens
- Wills and estates
- Other civil matters

This service is offered on a walk-in, first-come first-served basis. No appointment or pre-registration is required.

Review the **Program Calendar** to know when and where the next King's Bench Court Assistance Program is taking place in Edmonton.

Women's Centre of Calgary

The Women's Centre of Calgary hosts legal advice clinics for women. All of the lawyers who provide advice through the Women's Centre of Calgary legal advice clinics, are women.

Legal advice clinics are free, and offer one-to-one appointments that are 30 minutes in length. They address and provide advice on:

- Family issues
- Civil cases
- Immigration
- Criminal
- Other issues

These sessions provide a starting point for accessing the legal system. Legal advice clinic lawyers do not provide legal representation.

Contact Information

All women are welcome. The legal advice clinics are available by appointment only. To make an appointment, call the Women's Centre of Calgary, at: 403-264-1203; or, email them at **legal@womenscentrecalgary.org**.

Medicine Hat

Medicine Hat Community Legal Clinic

Medicine Hat Community Legal Clinic provides free and confidential legal information, advice, and advocacy in a positive, inclusive, and supportive environment. Medicine Community Legal Clinic offers advice on legal issues such as:

- Landlord/Tenant
- Wills and Estates
- Employment
- Small Claims/Debt
- Criminal Law
- Traffic/Bylaws
- Family Law
- Personal Injury
- Immigration Law

Legal services are free of charge for people with low income. They use a set of income guidelines to determine whether a person qualifies for their services. You must book an appointment to meet with a lawyer. Appointments are approximately 30 minutes in length and are available virtually.

Contact Information

You may contact Medicine Hat Community Legal Clinic by calling them at: 403-712-1021; or, by submitting an **online intake form**. When you first contact the Clinic, staff will ask you some questions to determine if you qualify for their services. If you do, they will guide you through the next steps to book a future appointment with a volunteer lawyer. If you do not qualify for services, they will do their best to refer you to the next best place to assist with your needs.

Lethbridge

Lethbridge Legal Guidance

Lethbridge Legal Guidance provides free legal assistance, information, and advocacy to individuals experiencing financial difficulty, and who need legal services and representation.

Volunteer lawyers provide legal information and advice on a variety of legal issues, including but not limited to:

- Family issues, such as separation, divorce, custody and access, and child support
- Civil issues such as debt, small claims, landlord/tenant, and bylaw
- Employment law and social benefits
- Criminal Law
- Immigration issues, such as work permits, Canadian citizenship, and permanent residency

Contact Information

You may contact Lethbridge Legal Guidance by calling them at: 403-380-3661; or, by emailing them at: info@lethbridgelegalguidance.ca.

Labour and Employment

Employment Standards

Employment Standards sets out the rules, regulations and compliance measures for employers and employees in Alberta's workplaces.

This website sets out Alberta's basic employment standards, what to do if you think they are not being followed, and educational materials to help you better understand them.

Options are available if you think your employer is not following employment standards rules. If the issue cannot be resolved directly with your employer, review the following options that are set out on the Employment Standards website, which include **filing a complaint** with the Government of Alberta's Employment Standards office.

Occupational Health and Safety

If you believe your employer isn't meeting the occupational health and safety rules set out in Alberta's **Occupational Health and Safety Act**, **Occupational Health and Safety Regulation** or **Occupational Health and Safety Code**, you can **report your concerns** to the Government of Alberta's Occupational Health and Safety office. The office can investigate concerns and order employers to improve workplace safety conditions.

2 Legal Information

Centre for Public Legal Education Alberta

The Centre for Public Legal Education Alberta ("CPLEA") is a not-for-profit public legal education organization dedicated to making information about the law available in readable and understandable language for Albertans.

CPLEA creates resources that help people understand their rights and obligations under the law. They strive to improve both access to justice and the quality of justice available to Albertans.

CPLEA is comprised of a multi-disciplinary team of lawyers, teachers, and web specialists. CPLEA uses a collaborative approach to develop materials and strategies to teach people about the law.

General Legal Information Resources

1. **Free Legal Information**

CPLEA provides free legal information on a variety of topics, including:

- **Family Law**
- **Worker's Rights**
- **Renting**
- **Planning for future care**
- **Wills and Estates**
- **Consumer Issues**

2. **LawCentral**

LawCentral Alberta brings together law-related services, information, and educational resources on justice and legal issues of interest to Albertans and Canadians. LawCentral Alberta is available in English and French, and is funded by the **Alberta Law Foundation**.

3. **Canadian Legal FAQs**

Canadian Legal FAQs offers answers to frequently asked questions, on more than 25 legal topics. Examples of legal topics include:

- Family Law
- Criminal Law
- Real Estate
- Residential Tenancies
- Wills and Estates

- Abuse
- Copyright

Canadian Legal FAQs is funded by the **Alberta Law Foundation**.

4. **LawNow**

LawNow is a digital magazine that examines and analyzes contemporary Canadian issues from the perspective of law. It is a reliable source of information about Canada's laws and legal processes, and their relationship to life in Canada. LawNow is funded by the **Alberta Law Foundation**.

Housing Legal Information Resources

Laws for Landlords and Tenants in Alberta

The Laws for Landlords and Tenants in Alberta website is operated by the Residential Tenancies Legal Information Program. The website provides plain language information on renting law in Alberta. Staff also conduct presentations across the province on landlord and tenant rights, answer reference questions, and develop print resources. Funded by the **Alberta Real Estate Foundation**.

Specialized Legal Information Resources

1. **WillowNet: Abuse and the Law in Alberta**

WillowNet provides legal information for Albertans who are at-risk or experiencing relationship abuse. It also includes information for concerned friends and family members, frontline service providers, and post-secondary students. Information has been tailored to meet the needs of:

- Immigrant women
- Members of the LGBTTQ community
- Men with abusive partners

2. **OakNet: Older Adult Knowledge Network**

The Older Adult Knowledge Network ("OakNet") educates older adults on such issues as wills, personal directives and powers of attorney, personal and family relationships, abuse, and senior's housing. OakNet is funded by the **Alberta Law Foundation**.

3. **Charity Central**

Charity Central supports Canadian charities in understanding their responsibilities under the law. Charity Central teaches visitors about accountability and transparency practices for registered charities and not-for-profit organizations. Charity Central was created with funding from the Canada Revenue Agency.

4. **LawCentral Schools**

LawCentral Schools provides support to Alberta teachers and students regarding law related topics. It is designed for teachers to find current online resources to enhance their curricular objectives and as a research tool for students.

Reference and Referral

Staff may respond to email and telephone queries from Albertans. Individuals are provided with links to information sources and/or referred to services that may be able to help.

Contact Information

You may contact CPLEA by filling out their **online contact form**.

Publication Development

CPLEA regularly produces plain language legal publications on a wide variety of legal topics for Albertans. All of CPLEA's publications can be downloaded from their **publications page**, and pre-printed publications can be ordered from CPLEA's **store**.

Training

Staff present legal information training sessions for frontline service providers and members of the general public. CPLEA's capacity to offer training is dependent on staffing and funding.

Centre albertain d'information juridique / Alberta Legal Information Centre

Centre albertain d'information juridique / Alberta Legal Information Centre provides free, confidential legal information, guidance and support.

The Centre can assist with the following:

- Meeting with you to understand your situation and provide you with appropriate legal information
- Notary and Commissioner of Oaths services
- Referrals to bilingual lawyers who are near your place of residence, and whose specialization corresponds to your needs.
- Referrals to organizations in Alberta that can help you.
- Workshops and information sessions on various law-related topics, in French.
- Legal information brochures, resources, and tools, in French.

Legal information, support and referral services are available in French and English. In-person services are available in Calgary or Edmonton, and remote services are available across the province. The Centre is run by **L'Association des juristes d'expression française de l'Alberta (AJEFA)**.

Contact Information

To request an appointment, fill out the **French online intake form**, or the **English online intake form**.

Alberta Law Libraries

Alberta Law Libraries is a provincial network of law libraries existing to provide research and support and information services to the legal community, self-represented litigants, and all Albertans. Located in court houses and provincial buildings across the province, Alberta Law Libraries connects Albertans with reliable sources of legal information.

Contact Information

To locate a law library, refer to the **list of library locations** available on the Alberta Law Libraries website. You may also use the **Ask a Law Librarian** service to request help remotely, by completing and submitting an online request. Once you fill out the online form, you can expect a reply within two business days.

Court and Justice Services

Court and Justice Services ("CJS") is a group of programs and services offered by the Government of Alberta, Justice, in collaboration with the courts of Alberta.

CJS staff provide a range of legal resolution options and court support services, as follows:

- Information on filing and resolving a family law action in the Court of Justice, or Court of the King's Bench, in Calgary and Edmonton
- Legal information and education
- Resolving legal disputes
- Navigating the court system

Contact Information

Contact Court and Justice Services by calling: 1-855-738-4747; or, completing an **online contact form** to request help.

BearPaw Media and Education

BearPaw Media and Education produces and distributes culturally relevant public legal education resources for Indigenous Peoples in Alberta. The resources are designed to support self-determination amongst Indigenous individuals and families so they can confidently navigate legal systems that affect their lives.

BearPaw Media and Education includes publications, videos, and webinars on the following topics:

- Natural Law
- Indigenous Identity
- Missing and Murdered Indigenous People
- Children and Youth Justice
- Adult Justice
- Family Justice
- Government I.D. and Voting
- Employment Rights
- Landlord and Tenant Rights
- Education
- Lateral Violence

Contact Information

Contact BearPaw Media, as follows:

- By calling: 780-451-4002
- By emailing: **bearpawlegal@ncsa.ca**
- By completing an **online form** to book a 30- minute virtual information session to learn more about BearPaw Media and Education.

3 Lawyer Referral Services

Alberta Legal Coaches and Limited Services

Alberta Legal Coaches and Limited Services is a referral service that connects people needing legal coaches or limited scope legal services, to lawyers who offer the services they are seeking.

The Alberta Legal Coaches and Limited Services website provides a list of lawyers in Alberta who offer these services.

Contact Information

The Alberta Legal Coaches and Limited Services lawyer directory can be found **here**.

Law Society of Alberta Lawyer Directory

The Law Society of Alberta maintains an online Lawyer Director to help Albertans find a lawyer.

The Lawyer Directory allows people to search for information on a specific lawyer, or find a lawyer who can help you with your legal issue based on certain search criteria.

Members of the public can find a lawyer to assist with their legal needs by searching by name, firm, location, practice areas, language(s) spoken, gender, and whether a lawyer offers limited scope retainers.

Contact Information

The Lawyer Directory can be found **here**.

Instructions on how to use the Lawyer Director can be found **here**.

4 Essential Non-Legal Services

Alberta Ombudsman

The Alberta Ombudsman works to ensure fair treatment through independent investigations, recommendations, and education for all Albertans.

The Ombudsman investigates complaints about, and decisions made by, the following organizations and authorities:

- Provincial Government
- Municipalities
- Patient Concerns Resolution Process
- Self-Regulated Health Professions
- Other Designated Professional Authorities

Contact Information

You may contact the Alberta Ombudsman, as follows:

- In Edmonton, by calling: 780-427-2576
- In Calgary, by calling: 403-297-6185
- From elsewhere in Alberta, by calling toll-free: 1-888-455-2756
- By sending an email to: **info@ombudsman.ab.ca**
- By submitting an **online complaint**

An investigator will be available to discuss your complaint, via telephone of by scheduled appointment, during regular business hours.

Office of the Advocate for Persons with Disabilities

The Office of the Advocate for Persons with Disabilities represents the rights, interests and well-being of Albertans with disabilities.

The Office helps children, youth, adults, and seniors with disabilities find and get access to the supports and services available to them.

By building relationships with people and stakeholders in the disability community, the Office can learn about and bring important issues and concerns to the government with recommendations.

The Office can help:

- Resolve concerns by guiding people to available disability supports and services, and help find resolutions to challenges.
- Promote the rights, interests, and well-being of people with disabilities through awareness and education.
- Bring awareness of programs and services available, to the community.
- Build partnerships to understand issues.
- Identify gaps in programs and services and deliver expert advice to senior leadership.
- Collaborate with other provincial advocates and advisories.

Contact Information

The Office can be contacted as follows:

- Phone: 780-422-1095, or toll free at 1-800-272-8841.
- Email: **advocate.disability@gov.ab.ca**

Alberta Council of Disability Services

The Alberta Council of Disability Services is a non-profit association of Community Disability Services (“CDS”) sector organizations in Alberta. It works closely with the Government of Alberta and other partners to strengthen the CDS sector to benefit Albertans with developmental disabilities.

Contact Information

To find disability services in your area, refer to the **list of members**, which is organized by regions in Alberta.

Specialized Support Services

The Government of Alberta provides Specialized Support Services to help adult Albertans with disabilities access specialized services in their communities. Adults with disabilities get access to services they not be able to qualify for, or get through other means, such as:

- Independent living skills training and/or mentoring
- Volunteer opportunities and recreational sports
- Supports for managing vision loss
- Interpreter and intervener services
- Adaptive equipment
- Community services

For more information, **contact your nearest community agency**, as outlined on the website.

Education – K to 12

Supports for Students with Visual Impairments

Supports for Students with Visual Impairments (SSVI) provides resources to schools in Alberta's K to 12 education system, for students who are blind or visually impaired.

Students accessing these services need to be assessed and registered with SSVI. Assessment is completed by a qualified specialist. Contact your school jurisdiction to learn how to schedule an assessment.

Education – Post-Secondary

Resources for Students with Disabilities

The Government of Alberta outlines resources and supports for students with disabilities who are exploring, or attending, post-secondar programs in Alberta, on its Resources for Students with Disabilities website.

Employment

Disability Related Employment Supports

This Government of Alberta office provides supports to help Albertans overcome barriers to education or employment caused by a disability. There are three categories of supports offered: job search supports, workplace supports and educational supports. Program objectives, eligibility and how well you meet the criteria determine the level of support.

March of Dimes Canada

March of Dimes Canada is an organization that is dedicated to providing support to people with physical and other disabilities. It has developed a **guide** for employers to create more inclusive work environments that are designed to accommodate the needs of people with disabilities. This guide also identifies statistics and myths about hiring people with disabilities.

Conference Board of Canada

Conference Board of Canada is a not-for-profit research organization. It maintains a hub of resources to support **accessible employment practices** in Canada.

Government and Consumer Services

Federal Government Benefits

The Government of Canada provides information/resources to assist Canadians with disabilities. Such resources and information include:

- **Benefits Finder tool** to assist Canadian residents with determining which government benefits are available to them
- Overviews of the federal benefits that are available to **people with disabilities** and to **parents of children with disabilities**
- Information about the **Disability Tax Credit** (including how to apply) and other related tax credits

Provincial Government Benefits

The Government of Alberta's **People with Disabilities webpage** has information about provincial government services and benefits.

Applying for a Passport

The Government of Canada has information and helpful tips to assist individuals with applying for Canadian passports.

Information on how to request accessible services is available **here**. Specifically, large print and braille application forms and instructions are available on request; and users may also use Adobe Acrobat to see a form in larger print or have it read out loud.

Service Alberta and Red Tape Reduction

The Government of Alberta's Ministry of Service Alberta and Red Tape Reduction has detailed information on their website about the rights of consumers in Alberta, and the process for **making a complaint** against a business.

Healthcare

Office of Alberta Health Advocates

The Health Advocate promotes self-advocacy and supports Albertans in dealing with their concerns about health services by:

- Listening to the concerns of Albertans and supporting them in finding ways to resolve them
- Providing education about the **Alberta Health Charter**
- Referring Albertans to the appropriate complaints resolution process
- Reviewing or investigating complaints under the Alberta Health Act
- Providing information about health care services and programs
- Reporting to the Minister of Health on the Health Advocate's activities and health related issues that concern Albertans

Contact Information

Contact information for the Office of Alberta Health Advocates can be found **here**.

Transportation

Alberta Inter-Community Public Transportation Guide

This Government of Alberta guide gives information about accessible transit options. The guide includes information such as the type of vehicle, hours of operation, and cost of each provider.

5 CNIB Programs

We're here to help – contact CNIB for more programs, support, and resources. CNIB programs are free and available to Canadians who are blind or partially sights, as well as their families, friends, and caregivers. Our programs are designed to address the needs of people of all ages across five areas:

- **Live** "Live" programs provide the support and services to enhance your daily living skills, realize your goals, and seize your future with confidence.

- **Tech.** Unleashing the power of technology lets you lead an independent life. Our "Technology" programs level the playing field, providing skills and training that focus on accessible, available, and affordable technology.
- **Play** Whether you're thinking of trying yoga, learning how to paint, or dreaming about going to camp, "Play" programs foster an active and healthy lifestyle and give you the opportunity to connect with others.
- **Learn** CNIB's "Learn" programs focus on education, skills training, and literacy to empower you to achieve your goals by fostering social skills and independence.
- **Work** CNIB's "Work" programs provide you with the skills and resources to attain your career ambitions, thrive academically at every stage, and hone your abilities as an entrepreneur or mentor.

6 Blindness at Work

Through Blindness at Work, CNIB provides resources to help employers make the workplace more accessible. Blindness at Work offers the following resources:

- **Workplace Accommodations**: Examples of tools and technologies that can be used to accommodate people with sight loss. Quick tips to create an accessible workplace
- **Creating an Inclusive Workplace:** Tips on how to be comfortable with and supportive of co-workers with sight loss
- **Hiring Someone with Sight Loss**: Tips for employers on making the recruiting process (e.g., job advertisements, etc.) and interviews accessible to candidates with sight loss
- **Come to Work**: Introduces employers to an innovative talent pool of Canadians who are blind or partially sighted, and provides job seekers with work experience.

7 CNIB Access Labs

CNIB's **Access Labs** specializes in bridging accessibility gaps, as follows:

- Transforming physical spaces into inclusive environments through collaborative design.
- Assessing, remediating and optimizing digital platforms for universal access.
- Providing Lived Experience Accessibility Testing.
- Designing and deploying solutions to provide safe and accessible journeys for everyone.
- Leveraging their expertise to achieve holistic inclusion and ESG strategy goals.

8 Vision Loss Rehabilitation Canada

Vision Loss Rehabilitation Canada ("VLRC") is a not-for-profit national healthcare organization and the leading provider of rehabilitation therapy and healthcare services for individuals with vision loss. VLRC's services are tailored to the unique needs and goals of each

person they assist. Specifically, VLRC certified specialists provide a range of services that help individuals with vision loss lead more independent, active lives. Contact information for VLRC's Alberta's offices is available in the **"Locations" section of the VLRC website**.

9 Wayfinding

Wayfinding refers to technological tools that assist partially sighted, blind and Deafblind persons with navigation and orientation. Such tools include:

- **BlindSquare**: a GPS-app developed for people with sight loss that describes the environment and announces points of interest and street intersections.
- **Key 2 Access**: a pedestrian mobility app that allows users to wirelessly request crossing at intersections without having to locate the button on the pole. It also allows users to wirelessly open doors and obtain information about indoor spaces.
- **Access Now**: a map application that shares accessibility information for locations based on users' feedback.
- **Be My Eyes**: a volunteer-based app that connects people with sight loss to sighted volunteers, who can assist with tasks such as checking expiry dates, distinguishing colors, reading instructions or navigating new surroundings.
- **Aira**: Aira is an app that connects people who are blind or low vision to professional visual interpreters for secure access to visual information, anytime, anywhere.
- The **American Foundation for the Blind**, which provides an overview of some of the apps that are available to assist consumers with reading items such as product labels and menus.

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Toll Free: 1-800-563-2642