



Main Office Phone – 519-743-0254

Fax – 519-743-1588

Check us out online at [wrcls.ca](http://wrcls.ca)

We acknowledge that we are on the traditional territory of the Anishnawbe, Haudenosaunee, and Neutral peoples. We thank them for allowing us to do this good work on their lands.

SERVING WATERLOO REGION SINCE 1980



FUNDED BY LEGAL AID ONTARIO

### MAIN OFFICE:

450 Frederick St., Unit 101  
(At the corner of Frederick & Edna St.)  
Kitchener, ON N2H 2P5

### MAIN OFFICE HOURS:

#### Monday to Friday

8:30am to 4:30pm

#### Walk in Hours

8:30am to 12:00pm

1:00pm to 3:30pm

### CAMBRIDGE OFFICE:

Langs Community Health Centre  
Room N206  
1145 Concession Rd.  
Cambridge ON N3H 4L5

**DROP IN SERVICES IN CAMBRIDGE  
AVAILABLE TUESDAYS,  
WEDNESDAYS, AND THURSDAYS**



**Waterloo Region**  
Community Legal Services



## WHAT KINDS OF LEGAL PROBLEMS CAN WRCLS HELP WITH?

We can provide legal advice and help with the following types of problems:

- Housing Law (tenants)
- Income Maintenance Law (ODSP, OW and CPP-D)
- Employment Law
- Employment Insurance
- Criminal Injuries Compensation
- Consumer and Debt Law
- Small Claims Court
- For a complete listing of the types of problems WRCLS can assist you with, please go to our website at [www.wrcls.ca](http://www.wrcls.ca)

## WHERE ELSE CAN I GET LEGAL HELP?

### LEGAL AID ONTARIO (LAO)

For some Family Law, Criminal Law or Immigration Law Matters, you may be able to get help from Legal Aid Ontario (LAO). You can contact LAO at 1-800-668-8258 (toll-free).

### LAW SOCIETY REFERRAL SERVICE (LSRS)

The LSRS will connect you with a lawyer or licensed paralegal that will provide a free consultation of up to 30 minutes. You can access this service by visiting their website at [www.findlegalhelp.ca](http://www.findlegalhelp.ca).

### YOUR LEGAL RIGHTS/STEPS TO JUSTICE

Free, practical, and plain language legal information for people in Ontario

[www.yourlegalrights.on.ca](http://www.yourlegalrights.on.ca)

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

## WHO WORKS AT WRCLS?

- Lawyers
- Paralegals
- Social workers
- Indigenous Justice Coordinators
- Community Legal Workers
- Legal Support Staff
- Volunteers and Students

## WILL MY INFORMATION BE KEPT CONFIDENTIAL?

Yes. Your information will only be shared with your consent or in the case of imminent harm. We will not provide advice and supports to anonymous callers.

## WHO IS ELIGIBLE FOR SERVICE?

We serve low income people residing in Waterloo Region. To find out if you meet our financial eligibility guidelines, please contact the clinic by telephone or in person.



## DO I NEED AN APPOINTMENT?

We welcome walk ins, however, if you want to avoid waiting, you can also call in to get advice by telephone or schedule an appointment.

Often times we can provide you with information or advice over the phone. When you come into WRCLS we may not be able to see you right away and we may need to set up an appointment for a later date or time. Urgent matters will be given priority.

## HAVE YOU BEEN DENIED ODSP?

Come into one of our offices during our regular business hours with your denial letter and we can assist you with filing an internal review to the Disability Adjudication Unit or an appeal to the Social Benefits Tribunal – No appointment necessary!

## DO YOU SELF-IDENTIFY AS AN INDIGENOUS PERSON?

Our Indigenous Justice Coordinator can provide additional supports and warm referrals to community organizations for people who self-identify as Indigenous.